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Part VII
Public information

Section 26
Public information

(Programme 23 of the medium-term plan for the period 1998–2001)

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* The present document contains section 26 of the proposed programme budget for the biennium 2000–2001. The complete proposed programme budget will subsequently be issued in final printed form as *Official Records of the General Assembly, Fifty-fourth Session, Supplement No. 6* (A/54/6/Rev.1).

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Part VII
Public information

Section 26
Public information

(Programme 23 of the medium-term plan for the period 1998–2001)

Overview

26.1 The activities proposed in this section correspond to programme 23, Public information, of the medium-term plan for the period 1998–2001, as revised (A/53/6/Rev.1) and will be implemented by the Department of Public Information. The mandate for the programme lies in the responsibilities entrusted to the Secretariat by the General Assembly, initially in its resolution 13 (i) of 13 February 1946, and further elaborated in subsequent resolutions of the Assembly on questions relating to information, the most recent being General Assembly resolution 53/59 of 3 December 1998. As the focal point for public information activities of the United Nations, the Department continues to make concerted efforts to enhance the image of the Organization and to promote an informed understanding of its work among peoples of the world through the implementation of the programme of activities mandated by the General Assembly, keeping in view the purposes and principles of the Charter of the United Nations and the priority areas defined by the Assembly.

26.2 During the biennium 1998–1999, following the Secretary-General's reform measures, the Department developed a concrete operational framework and a complementary set of activities built around a reoriented approach to public information designed to make communication a part of the strategic management of the Organization. In pursuit of these goals, the position of the head of the Department of Public Information was upgraded to the level of Under-Secretary-General.

26.3 The priority for the Department's 2000–2001 programme of work will focus on a strategic and coordinated approach to expanding the global reach of the information and communication activities of the United Nations system, geared towards communicating the importance of a revitalized United Nations capable of responding to rapidly evolving challenges, and helping set the global agenda for the new millennium, particularly in such areas as peace and security, disarmament, the question of Palestine, self-determination and decolonization, economic and social development and human rights.

26.4 Working closely with other departments and other United Nations entities, and through the dynamic use of new technology, as appropriate, the Department will undertake programmes and campaigns aimed at fostering greater universal support for the Organization and its mission among all Member States, using the print, television and radio mediums, as well as the Internet. These activities will include substantially strengthened news disseminating capacity and the use of advanced communications technology. It will be geared towards inserting the United Nations perspective and messages into the global news cycle. Through this and taking advantage of the growing demand from news outlets worldwide for materials, particularly in television and radio media, the Department will strengthen direct and systematic contact with media in all regions. It will offer a daily, regularly updated interactive electronic news service to media and other interested groups. At the same time, some of the outputs of the Department will be reoriented through a shift from finished programming and products to carefully produced raw materials, including television footage and audio clips of direct interest and utility to the media, for incorporation into broadcasters' own programmes.

26.5 The Department will also further strengthen its use of advanced telecommunications technology, which through the Internet, offers the possibility of communicating United Nations messages directly to tens of millions of the global audience without the traditional intervening layers of redisseminators. Using the same

technology, senior United Nations officials at Headquarters will be able to hold teleconferenced press conferences with groups of regional journalists. Such a direct delivery of messages will strengthen the ongoing efforts to open up the United Nations to the world and make its work more transparent. All the above-mentioned communication and information efforts will be part of the Department's overall goal of tailoring information campaigns to regional interests and of highlighting the concern and involvement of the Organization in the principal issues affecting people everywhere.

26.6 The proposed programme budget will be implemented by the following departmental structure:

(a) The Office of the Under-Secretary-General, which provides overall guidance on the Organization's public information policies and strategies and maintains close contact with permanent representatives of Member States and observers, and the specialized agencies of the United Nations system. It is responsible for the overall management of the Department. It also provides secretariat services to the Committee on Information, the Joint United Nations Information Committee and the Publications Board. The Executive Office, responsible for providing administrative, financial and personnel support, and the Communications Coordination Service, responsible for programme performance reporting, monitoring and evaluation, are integral parts of the Office of the Under-Secretary-General;

(b) The Office of the Spokesman for the Secretary-General conducts daily briefings at Headquarters for correspondents, and speaks on behalf of the Secretary-General and the United Nations to media representatives worldwide. In collaboration with the Office of the Secretary-General and the Office of the Under-Secretary-General for public information, it assists in defining and implementing the Organization's media policies;

(c) The News and Media Division, previously known as the Media Division, is responsible for producing the Organization's news materials both in print and electronic media and serves as the Department's principal link with the global news media. It provides live television and audio coverage of major United Nations activities, and produces finished programmes in those media. It also monitors news agency coverage of major international developments and produces news bulletins throughout the day for senior officials;

(d) The Public Affairs Division, formerly known as the Promotion and Public Services Division, is responsible for the development and implementation of public information and communication strategies to promote the work of the Organization in priority thematic areas. The Division works in close partnership with information redisseminators, including the media, civil society, non-governmental organizations, private sector organizations and educational institutions. The Division is also responsible for the guided tour programme and for responding to inquiries from the public at large;

(e) The Library and Information Resources Division, previously known as the Library and Publications Division, which includes the Dag Hammarskjöld Library and the Publications Service (subprogrammes 3 and 4) is responsible for the development of policies on the work programmes of the Dag Hammarskjöld Library, including coordination and cooperation with other United Nations system and depository libraries, of the Publications Service and of the Sales and Marketing Section. It is also responsible for the planning and management of the Organization's recurrent publications;

(f) The Information Centres Service is responsible for the overall direction and management of the global network of the United Nations information centres and services and provides them with substantive and operational support, administrative oversight and specialized training. The information centres are entrusted with communicating the United Nations message to local audiences around the world, working in partnership with local non-governmental organizations, the media, educational institutions and other groups. They maintain United Nations reference libraries at their respective locations and provide information assistance to the United Nations system.

26.7 The Committee on Information oversees the work of the Secretariat and other subprogrammes relating to public information. The Committee on Conferences is responsible for monitoring the policy of the

Organization on publications. In accordance with General Assembly resolution 43/222 B of 21 December 1988, it exercises that role over United Nations publications policy with the assistance of the Publications Board, taking into account the views of the Committee on Information and other relevant bodies.

26.8 The proposals for the Department of Public Information reflect a net growth of 1.4 per cent, which is attributable mainly to the requirements for special meetings and conferences scheduled to be held in 2000–2001. The overall level of resources includes increases for other staff costs ($921,900), for travel ($677,900), for contractual services ($1,465,400) and for furniture and equipment ($43,000). These increases are partially offset by reductions in general operating expenses ($676,800), supplies and materials ($428,500) and grants and contributions ($15,100). The overall number of posts remains unchanged.

26.9 An estimated amount of $6,241,800 in extrabudgetary resources will be used to supplement regular budget resources to carry out information outreach and promotional activities at Headquarters as well as in the field, including the production, both in print and electronic format, of a twice-monthly publication, *Development Business*.

26.10 The percentage distribution of the total resources among the major programmes in 2000–2001 would be as follows:

	Regular budget	*Extra-budgetary*
	(percentage)	
Executive direction and management	3.5	9.2
Programme of work	92.6	90.8
Programme support	3.9	–
Total	**100.0**	**100.0**

26.11 Within the programme of work, the approximate percentage distribution of resources among subprogrammes would be as follows:

Subprogramme	*Regular budget*	*Extra-budgetary*
	(percentage)	
1. Promotional services	41.3	38.1
2. Information services	37.8	–
3. Library services	14.2	–
4. Publication services	6.7	61.9
Total	**100.0**	**100.0**

Table 26.1 **Summary of requirements by component**

(Thousands of United States dollars)

(1) *Regular budget*

Component	1996-1997 expenditures	1998-1999 appropriations	Resource growth Amount	Resource growth Percentage	Total before recosting	Recosting	2000-2001 estimates
A. Office for Communications and Media Services	82 162.4	87 457.3	1.3	–	87 458.6	5 017.4	92 476.0
B. Information Service, Geneva	6 903.6	5 641.6	(95.9)	(1.6)	5 545.7	82.7	5 628.4
C. Information Service, Vienna	2 081.8	1 624.2	(3.0)	(0.1)	1 621.2	36.0	1 657.2
D. United Nations information centres	32 528.7	35 464.3	(247.1)	(0.6)	35 217.2	2 636.3	37 853.5
E. Special conferences	271.8	–	2 306.9	–	2 306.9	97.9	2 404.8
F. Programme support	6 577.4	5 386.6	46.8	0.8	5 433.4	280.7	5 714.1
Total	**130 525.7**	**135 574.0**	**2 009.0**	**1.4**	**137 583.0**	**8 151.0**	**145 734.0**

(2) *Extrabudgetary resources*

1996-1997 expenditures	1998-1999 estimates	Source of funds	2000-2001 estimates
		(a) Services in support of:	
–	–	(i) United Nations organizations	–
		(ii) Extrabudgetary activities	
–	–	Support to extrabudgetary substantive activities	–
–	–	Peacekeeping operations	–
		(b) Substantive activities	
393.8	–	Trust Fund for the Fiftieth Anniversary Celebrations	–
505.3	309.6	Trust Fund for Economic and Social Information	–
2 694.0	2 909.0	*Development Forum* Trust Fund	3 505.3
216.0	259.0	Trust Fund for Expanding Public Information Activities in Japan	220.0
24.5	6.1	Trust Fund for the Oral History of the United Nations	–
90.8	–	Trust Fund for the Interest on the Contribution to the United Nations Special Account	–
24.5	144.1	Trust Fund for International Cooperation and Development	–
1 168.0	548.0	Trust Fund for Education and Communication	575.0
2 042.0	1 574.0	Ad hoc host government contributions	1 941.5
–	–	(c) Operational projects	–
7 158.9	**5 749.8**	**Total**	**6 241.8**
137 684.6	**141 323.8**	**Total (1) and (2)**	**151 952.4**

Table 26.2 **Summary of requirements by object of expenditure**

(Thousands of United States dollars)

(1) *Regular budget*

Object of expenditure	*1996-1997 expenditures*	*1998-1999 appropriations*	*Resource growth*		*Total before recosting*	*Recosting*	*2000-2001 estimates*
			Amount	*Percentage*			
Posts	98 873.0	97 239.2	21.2	–	97 260.4	6 247.3	103 507.7
Other staff costs	2 760.3	4 334.0	921.9	21.2	5 255.9	240.3	5 496.2
Travel	1 037.6	1 243.9	677.9	54.4	1 921.8	93.1	2 014.9
Contractual services	13 250.0	14 171.5	1 465.4	10.3	15 636.9	739.4	16 376.3
General operating expenses	8 103.6	10 888.1	(676.8)	(6.2)	10 211.3	486.3	10 697.6
Hospitality	123.1	223.8	–	–	223.8	10.6	234.4
Supplies and materials	3 701.8	3 663.6	(428.5)	(11.6)	3 235.1	154.6	3 389.7
Furniture and equipment	2 403.8	3 509.1	43.0	1.2	3 552.1	165.6	3 717.7
Grants and contributions	272.5	300.8	(15.1)	(5.0)	285.7	13.8	299.5
Total	**130 525.7**	**135 574.0**	**2 009.0**	**1.4**	**137 583.0**	**8 150.0**	**145 734.0**

(2) *Extrabudgetary resources*

1996-1997 expenditures	*1998-1999 estimates*	*Object of expenditure*	*2000-2001 estimates*
2 352.2	2 145.0	Posts	2 696.8
950.6	367.5	Other staff costs	392.0
–	–	Consultants and experts	–
206.2	266.2	Travel	45.0
1 346.2	419.8	Contractual services	380.0
1 513.0	2 250.6	General operating expenses	2 435.0
235.0	107.0	Supplies and materials	94.0
384.0	126.0	Furniture and equipment	164.0
–	–	Alterations/improvements to premises	35.0
120.2	–	Grants and contributions	–
51.5	67.7	Other expenditure	–
Total	**7 158.9**	**5 749.8**	**6 241.8**
Total (1) and (2)	**137 684.6**	**141 323.8**	**159 975.8**

Table 26.3 **Post requirements**

Programme: Public information

	Established posts		*Temporary posts*					
	Regular budget		*Regular budget*		*Extrabudgetary resources*		*Total*	
	1998 1999	*2000 2001*	*1998 1999*	*2000 2001*	*1998 1999*	*2000 2001*	*1998 1999*	*2000 2001*
Professional category and above								
USG	1	1	–	–	–	–	1	1
D-2	4	4	–	–	–	–	4	4
D-1	20	21	–	–	–	–	20	21
P-5	38	37	–	–	–	1	38	38
P-4/3	144	144	–	–	2	2	146	146
P-2/1	54	54	–	–	–	–	54	54
Total	**261**	**261**	**–**	**–**	**2**	**3**	**263**	**264**
General Service category								
Principal level	8	8	–	–	–	–	8	8
Other level	226	226	–	–	10	11	236	237
Total	**234**	**234**	**–**	**–**	**10**	**11**	**244**	**245**
Other categories								
Local level	191	191	–	–	15	9	206	200
National officers	44	44	–	–	–	2	44	46
Total	**235**	**235**	**–**	**–**	**15**	**11**	**250**	**246**
Grand total	**730**	**730**	**–**	**–**	**27[a]**	**25[b]**	**757**	**755**

[a] Includes 12 posts from the *Development Forum* Trust Fund (1 P-4, 1 P-3 and 10 General Service posts), and 15 Local level posts from ad hoc host government contributions.

[b] Includes 14 posts from the *Development Forum* Trust Fund (1 P-5, 2 P-3 and 11 General Service posts), and 9 Local level and two national officers level posts from ad hoc host government contributions.

A. Programme of work

26.12 The programme of work to be undertaken during the biennium 2000–2001 is presented below for the four subprogrammes of the medium-term plan for the period 1998–2001, as revised (A/53/6/Rev.1): promotional services, information services, library services and publication services. The activities will be implemented by the following organizational units: Office of the Under-Secretary-General, News and Media Division, Public Affairs Division, Information Centres Service, Library and Information Resources Division, United Nations Information Service at Geneva, United Nations Information Service at Vienna and United Nations information centres and field offices.

Subprogramme 1
Promotional services

26.13 The subprogramme will be implemented by the Public Affairs Division, the Information Centres Service, the United Nations Information Service at Geneva, the United Nations Information Service at Vienna and the United Nations information centres and field offices.

26.14 A major objective of this subprogramme is to promote an informed positive public understanding of the activities of the United Nations and to help build a broad-based global support for the Organization's goals by highlighting the priority issues of concern to the international community. The major challenge in this regard is the ability to reflect effectively and in a timely manner the activities, successes and performance of the Organization and the relevance of every aspect of its work to the daily lives and concerns of people everywhere.

26.15 In keeping with the Secretary-General's emphasis on building a system-wide culture of communications and on placing the communications and information functions at the heart of the strategic management of the Organization, the subprogramme will build partnerships within the Secretariat and the United Nations system. Forging partnerships at the headquarters and field levels, with other departments and the United Nations system will be instrumental in the effective delivery of United Nations messages and in building an informed and supportive constituency. It is also essential for attaining another objective, the development and implementation of system-wide thematic information campaigns on priority issues of concern to the international community. The United Nations information centres will be responsible for implementation of the information programmes taking into account local interests.

26.16 The Department will work to define the themes to be highlighted throughout the biennium and to coordinate the public information activities of the Organization with a view to presenting a unified image. To that end, the Department will continue to provide the secretariat services for the interdepartmental working group on public information in field missions to ensure a coordinated and effective approach to public information relating to United Nations peacekeeping and other field missions. The Department will also continue to strengthen its capacity with regard to planning, coordination and backstopping of public information components in field missions, to enable it to fulfil its role as overall "responsibility centre" in this regard. The Department will also seek to strengthen its cooperation with the substantive departments in the economic and social fields to ensure the promotion of various issues such as sustainable development, ageing, drug abuse, crime control, women and economic development. In the area of human rights, the Promotion and Public Services Division and the United Nations Information Service at Geneva will work closely with the United Nations High Commissioner for Human Rights/Centre for Human Rights. The United Nations Information Service at Geneva will also work closely with the secretariat of the Conference on Disarmament.

26.17 The Department will focus on the strengthening of its partnerships with key constituencies, who are the targets of its thematic information campaigns. A particular focus of such efforts must be media institutions. The media is a key and indispensable partner in projecting United Nations messages to a worldwide audience. A strong, activist media orientation will be a priority for every activity under this subprogramme.

In addition to developing information material for the media, long-term working relationships with journalists covering specific issues of concern to the United Nations will continue to be developed with a view to fostering greater understanding and interest in the Organization's work, and ultimately to encourage the publication or broadcasting in the media of feature stories and reports about the work of the United Nations in priority fields. The Department will provide the media with story ideas and background information both at Headquarters and through the United Nations information centres and services.

26.18 The Department will strive to foster stronger relationships with other key redisseminators, such as government agencies, non-governmental organizations and other elements of civil society, for instance, educational institutions, professional organizations and private sector, which will also require a proactive approach. The Department will work with representative elements of civil society that are actively engaged with the United Nations, as well as to try to mobilize new constituencies.

26.19 The Department will strengthen its capability to provide authoritative, accurate and timely information materials designed for client consumption and geared towards key redisseminators, as well as "preventive" information in anticipation of potential criticism of the Organization or to correct misinformation which may negatively affect the Organization. The ability of the United Nations to communicate its message effectively will depend to a large extent on how well it packages and presents its operations to its key constituencies in a timely and, particularly for the media, news-oriented manner. The construction of a more effective multimedia delivery system is envisaged and, in this regard, the Department will continue to enhance its capacity to use the Internet to its full potential. The Department will also continue to strengthen its capacity as the department responsible for coordinating, managing and providing public information content for the United Nations Web site. At the same time, the traditional media such as print, radio and television, will continue to receive high priority to ensure outreach to all countries. The Department will incorporate the latest technologies in these media on a continuous basis.

26.20 Public interest in the work and activities of the Organization will be further enhanced through the promotion of educational programmes and workshops, the development of school curricula about the United Nations, training programmes for journalists, symposia with media and government partners, special events, exhibitions, guided tours and other means of direct outreach to the public. The Department's programme of advocacy will also make greater efforts to work with celebrities and public figures to promote awareness and mobilize support for the work of the Organization.

Expected accomplishments

26.21 The expected accomplishments of the subprogramme include greater understanding and support for the aims and activities of the Organization; an enlarged public around the world which is more knowledgeable about the Organization; stronger partnership between the Organization and the various institutions of civil society; faster and more effective flow of information through greater use of the latest communications technology, including the Internet; and more positive and supportive public opinion about the work of the Organization. It is also expected that partnerships within the United Nations system and with organizations and institutions outside of the system will be enhanced.

Outputs

26.22 During the biennium 2000–20001 the following outputs will be delivered:

(a) *Servicing of intergovernmental/expert bodies*

(i) Substantive servicing of meetings. Substantive servicing of the annual sessions of the Committee on Information, and the Special Political and Decolonization Committee during its consideration of questions relating to information (Office of the Under-Secretary-General, Public Affairs Division, Information Centres Service, News and Media Division, Library and Information Resources Division);

(ii) Parliamentary documentation. Reports to the annual sessions of the Committee on Information and to the Special Political and Decolonization Committee for its consideration of the agenda item on information (Office of the Under-Secretary-General, Public Affairs Division, Information Centres Service, News and Media Division, Library and Information Resources Division);

(b) *Other substantive outputs*

(i) Publications

a. Recurrent publications: *UNIC Manual*: a compilation of instructions and guidelines for the use of staff of the United Nations information centres, covering programmatic and administrative areas;

b. Non-recurrent publications. Production of *"Development Update"* a bimonthly publication relating to development issues (Public Affairs Division);

(ii) Electronic, audio and video issuances

a. Model United Nations conference video and teaching kit: (Public Affairs Division);

b. Designing, updating and maintenance of the United Nations information centres home page, as part of the United Nations home page, focusing on activities of the global network of United Nations information centres (Information Centres Service);

(iii) Exhibits, guided tours, lectures

a. Design and installation of a series of temporary exhibitions at United Nations Headquarters, including those focusing on the Millennium Assembly, on the highlights of the past half-century of United Nations activities and world events and on human habitats and the natural environment of the planet. Arrangement for these exhibitions to travel and be mounted in locations away from Headquarters (Public Affairs Division);

b. Miscellaneous posters, banners and promotional materials for airports, bus stations and hotels to promote visits to United Nations Headquarters (Public Affairs Division);

c. Organization and conduct of the guided tours programme at Headquarters, Geneva and Vienna (Public Affairs Division, United Nations Information Service at Geneva and United Nations Information Service at Vienna);

d. Lectures, briefings and information seminars on United Nations issues for government officials, non-governmental organizations, journalists, students, educational institutions, professional associations, parliamentarians and other groups (United Nations information centres, United Nations Information Service at Geneva, United Nations Information Service at Vienna);

e. Conducting the Geneva Graduate Study Programme, a three-week annual seminar for 100 students from around the world (United Nations Information Service at Geneva);

f. Information seminars for students, non-governmental organizations, government officials and journalists (United Nations Information Service at Geneva);

g. Exhibits in the Vienna International Centre in observance of United Nations commemorative days, years, anniversaries and other events and for promotion of the priority issues of development, peacekeeping and human rights as well as longer-term exhibits on the work of the Vienna-based United Nations programmes and units (United Nations Information Service at Vienna);

h. Distribution of photo material, posters and other visual material to non-governmental organizations and educational institutions (United Nations Information Service at Vienna);

i. Organization of United Nations exhibitions in the regions (United Nations information centres);

j. Lectures, briefings and video screenings on United Nations issues for students, non-governmental organizations, professional associations and other groups (United Nations information centres);

k. Public inquiry services to meet oral and written requests for United Nations documents, press releases, publications, information material, posters, film and video programmes and assist academic institutions, libraries, non-governmental organizations and other bodies in research and study projects related to United Nations programmes and activities (Public Affairs Division; United Nations information centres; United Nations Information Service at Vienna; United Nations Information Service at Geneva);

(iv) Booklets, pamphlets, fact sheets, wall charts, information kits

a. Fact sheets, backgrounders and pamphlets on current development issues for use during the Millennium Assembly and Peoples Forum (2000), the special session of the General Assembly on social development (2000), youth, the International Year of Volunteers (2001) and the special session of the General Assembly on human settlements (2001) (Public Affairs Division);

b. Posters on current development issues for use in relation to major events such as the Millennium Assembly, the special session of the General Assembly on women (2000) and the International Year of Volunteers (2001) and the special session of the General Assembly on human settlements (2001) (Public Affairs Division);

c. Reprints in popular formats of the full texts, with an introductory explanation of United Nations instruments relating to women, social development, and sustainable development; reprints in popular formats of the full texts and with an introductory explanation of United Nations human rights instruments, such as the International Bill of Human Rights and other conventions and declarations, including the Declaration on the Rights of Indigenous People (2000, 2001); reprints in "passbook" format of the full text of the Universal Declaration of Human Rights (2000);

d. Information materials such as feature articles, backgrounders and fact sheets to be issued periodically throughout the biennium on current economic development issues, including the International Decade for the Eradication of Poverty, the *"World Economic and Social Survey"* and end-of-year update; and on current sustainable development issues, including climate change, biodiversity, desertification, and fish stocks, aimed primarily at the media and specialized non-governmental organizations (Public Affairs Division);

e. Promotional materials such as feature articles, backgrounders and fact sheets on issues relating to the advancement of women, aimed primarily at the media and specialized non-governmental organizations (special session of the General Assembly on women, 2000) (Public Affairs Division);

f. Promotional materials including fact sheets, backgrounders, pamphlets and other print material on current human rights issues (2000, 2001); four-colour poster relating to racism to promote the World Conference on Racism and Racial Discrimination (2000; six official languages); information kit on human rights issues (2000) (Public Affairs Division);

g. *"Guidelines Manual for Public Information Components in Peacekeeping and other UN Field Missions"* (Public Affairs Division);

h. Production of periodic newsletters or feature articles in English, French and Spanish relating to key aspects of United Nations peacemaking, peacekeeping and related efforts in the field (Public Affairs Division);

i. Reference booklet in English and French on United Nations peacekeeping and other field operations relating to international peace and security (Public Affairs Division);

j. Two editions of the *Year in Review of UN Peace Missions* (Public Affairs Division);

k. Wallchart in English, French and Spanish on United Nations peacemaking and peacekeeping missions (Public Affairs Division);

l. Updating of entries on the United Nations home page relating to peacekeeping and peacemaking in English and French, and adaptation of print materials for dissemination on the World Wide Web (Public Affairs Division);

m. Four *United Nations Focus* articles in English, French and Spanish, in cooperation with the Decolonization Unit of the Department of Political Affairs, on developments concerning the Non-Self-Governing Territories (Public Affairs Division);

n. Annual Directory of non-governmental organizations associated with the Department of Public Information; DPI/NGO information brochure *"NGOs and the United Nations Department of Public Information: Some Questions and Answers"*; summary of weekly Department of Public Information/Non-Governmental Organization briefings; monthly calendar of weekly Department of Public Information/Non-Governmental Organization briefings; conference programme of Department of Public Information/Non-Governmental Organization annual conference; *DPI/NGO Operational Manual/Handbook*; Weekly newsletter, "DPI/NGO Link" (Public Affairs Division);

o. Updating of entries on the United Nations/Non-Governmental Organization link Web page on the United Nations home page; adaptation of print materials for dissemination on the World Wide Web (Public Affairs Division);

p. Teaching about the United Nations: four booklets during the biennium on key United Nations concerns — a continuing series with new titles added every six months (English, French and Spanish) (Public Affairs Division);

q. Issues before the United Nations: A briefing notebook for secondary-level students and Model United Nations conference participants, with contributions from United Nations programmes and agencies (English, French and Spanish) (Public Affairs Division);

r. Fact sheets and Public Inquiry Unit brochures: six fact sheets, new or revised, each year (English) (Public Affairs Division);

s. Booklets, information kits and brochures: either local-language translations/adaptations of materials produced at Headquarters or by the United Nations system, or original United Nations information centres productions (United Nations information centres);

(v) Press releases, press conferences, briefings

a. Time-dated materials on current human rights issues for use by the media and specialized non-governmental organizations and on economic and social development issues, including issues relating to sustainable development and women, aimed primarily at the media and non-governmental organizations (Public Affairs Division);

b. A media outreach programme, including the production and dissemination of authoritative, reader-friendly information materials for dissemination to the media, non-governmental organizations and other potential advocates of the work of the United Nations; direct contact with media practitioners to place stories about the United Nations work and to

correct misinformation about the United Nations published in the media; and outreach efforts to identify and assist individual journalists and non-governmental organizations willing to publicize the work of the Organization (Public Affairs Division);

c. Press releases for Department of Public Information/Non-Governmental Organization conferences, orientation programmes and workshops (Public Affairs Division);

d. Feature articles, backgrounders, fact sheets, wall charts and information kits on issues relating to the work of the United Nations on the question of Palestine in connection with the international seminar on the question of Palestine to be organized in 2000 (Public Affairs Division);

e. Update, expand and reprint in 2001 in Arabic, English, French, and Spanish the booklet, *The United Nations and the Question of Palestine* last published in 1998 (Public Affairs Division);

f. Update and reprint in 2001, in Arabic, English, French and Spanish, the booklet, *For the Rights of the Palestinians — The Work of the Committee on the Exercise of the Inalienable Rights of the Palestinian People* last updated and issued in 1998 (Public Affairs Division);

g. Organizing press conferences at the Palais des Nations for the Secretary-General, United Nations senior officials and representatives of Member States or of the United Nations system and production of transcripts of the Secretary-General's press conferences and of summaries of briefings by United Nations senior officials (United Nations Information Service at Geneva);

h. Press releases, feature stories, backgrounders, fact sheets and other relevant material in German, Hungarian, Slovakian and Slovenian on such subjects as peacekeeping, international security and disarmament; the question of Palestine; decolonization; human rights; economic and social development; the environment; and women and youth (United Nations Information Service at Vienna);

i. Press releases, feature stories, backgrounders, fact sheets and other information material, as required, in English and German on United Nations activities in the field of drug abuse control, crime prevention and the peaceful uses of outer space (United Nations Information Service at Vienna);

j. Press releases in English covering meetings, observances, special events and other activities of the United Nations at Vienna; backgrounders, notes to correspondents; and summary press releases in German as required for use by media government officials, permanent missions and others (United Nations Information Service at Vienna);

k. Reissuance of selected press releases issued at Headquarters and Geneva for dissemination to media, permanent missions, United Nations system officials and special target audiences in Austria and Hungary (United Nations Information Service at Vienna);

l. Weekly newsletter in English providing news summaries of United Nations activities and forecasts of international meetings and events, containing major statements and messages from the Secretary-General and notes on new publications, reports and feature stories on United Nations programmes and activities, with emphasis on the work of the Vienna-based programmes (United Nations Information Service at Vienna);

m. Issuance in 2000 of a new poster on Palestine in Arabic, Chinese, English, French, Russian and Spanish (Public Affairs Division);

n. Generic posters about the United Nations (Public Affairs Division);

(vi) Special events

a. Two-day round table for journalists and editors from the international news media on key human rights issues and the role of the United Nations, to be held at Headquarters or Geneva in 2000 prior to the World Conference on Racism and Racial Discrimination or the Commission on Human Rights (Public Affairs Division);

b. International round table for 15 to 20 selected journalists and editors of major media representing all regions of the world on issues relating to economic and social development and the role of the United Nations (Public Affairs Division);

c. Outreach activities on substantive issues to strengthen partnerships between the United Nations, the media and civil society groups and other potential advocates of the work of the United Nations (Public Affairs Division and United Nations information centres);

d. Special events, seminars, and promotional activities linked to the observance of United Nations commemorative days, years and anniversaries such as United Nations Day, World AIDS Day, World Press Freedom Day, International Literacy Day, as well as the promotion of other United Nations substantive activities related to priority issues, in cooperation with United Nations specialized agencies, programmes and substantive departments, as well as outside partners such as non-governmental organizations, educational organizations and the private sector (Public Affairs Division);

e. Annual three-day conference for non-governmental organizations on a major United Nations theme, for over 1,900 representatives of non-governmental organizations from around the world (Public Affairs Division);

f. Annual two-day orientation course for newly accredited non-governmental organization representatives (Public Affairs Division);

g. Two annual seminars for practitioners and policy makers on aspects of public information and United Nations field missions in cooperation with the Department of Peacekeeping Operations and other relevant departments (Public Affairs Division) XB;

h. "Students' Days" at the United Nations: special events involving school groups, often carried out in partnership with other parts of the United Nations system and/or with non-governmental organizations (Public Affairs Division);

i. Teachers' seminars and workshops (four annually) to encourage and facilitate teaching about the United Nations (Public Affairs Division);

j. Educational programmes such as Model United Nations conferences or United Nations curriculum support (United Nations information centres);

k. One international seminar for journalists on issues relating to the question of Palestine in 2000 (Public Affairs Division);

l. Two news missions (2000 and 2001) to the Middle East to promote an informed understanding among journalists of issues and developments relating to the question of Palestine (Public Affairs Division);

m. Annual system-wide calendar of events and exhibitions at Headquarters (Public Affairs Division);

n. Special events, such as essay competitions, round tables, panel discussions, fairs or other promotional events designed to attract the attention of the media and the public (United Nations information centres);

o. Biennial two-day workshops for editors and writers of publications and periodicals from major non-governmental organizations (Public Affairs Division);

p. Weekly briefings and information programmes on issues before the United Nations at Headquarters (Public Affairs Division);

q. Millennium congress for students from around the world at United Nations Headquarters to discuss their hopes and concerns as they start a new millennium (Public Affairs Division);

r. Promoting special observances of United Nations commemorative days, years, anniversaries and other ad hoc events, including the presentation of special reports and programmes and promotion of special international conferences and meetings (United Nations information centres, United Nations Information Service at Geneva, United Nations Information Service at Vienna);

(c) *International cooperation and inter-agency coordination and liaison*

(i) Participation in special events

a. Participation in activities of non-governmental organizations. Maintenance of the Non-Governmental Organization Resource Centre at Headquarters (Public Affairs Division); provision and coordination of accreditation services and liaison activities for over 1,550 non-governmental organizations associated with the Department (Public Affairs Division); maintenance of the non-governmental organization lounge at the Palais de Nations, organization of briefings and providing information service to non-governmental organization representatives in Geneva (United Nations Information Service at Geneva); cooperation with local non-governmental organizations in organizing special events aimed at generating awareness and understanding of the work of the United Nations (United Nations information centres);

b. Participation in activities of funds, programmes and agencies of the United Nations system. Policy and programme coordination with the United Nations Development Programme (UNDP) in the management of information centres integrated with field offices of UNDP; coordination, as warranted, with various departments in the Secretariat and with United Nations system partners regarding United Nations information centre assistance to their media campaigns, launching of major annual reports or other public information outreach activities; briefings for United Nations Resident Coordinators on the role and activities of information centres (Information Centres Service);

(ii) Technical cooperation

Group training, including seminars, workshops and fellowships.

a. Annual six-week training programme for broadcasters and journalists from developing countries at Headquarters (Public Affairs Division);

b. Annual internship programmes at Headquarters for Palestinian journalists and radio and television broadcasters (Public Affairs Division);

c. Briefing programmes on United Nations activities for journalists participating in other fellowship programmes such as those sponsored by Freedom Forum (Public Affairs Division);

d. Group training in the field or at Headquarters for selected United Nations information centres Directors, national information officers, library assistants and administrative assistants (Information Centres Service).

Subprogramme 2
Information services

26.23 The subprogramme will be implemented by the News and Media Division, the Office of the Spokesman for the Secretary-General, the network of United Nations information centres and field offices, the United Nations Information Service at Geneva and the United Nations Information Service at Vienna.

26.24 The Department will continue to serve as the vital link between the United Nations and the global media, including correspondents based at Headquarters, as well as other redisseminators. It will do so by providing from Headquarters, Geneva, Vienna and other offices around the world timely, objective and accurate news and information on the work and proceedings of the United Nations, including the activities of the Secretary-General. While continuing to devote attention to the traditional production methods that are crucial for reaching key segments of the Organization's global audience, the Department will also exploit the full potential of advanced technology in both designing and disseminating information.

26.25 To enhance coverage of United Nations affairs globally, news and information materials will be organized, when appropriate, on a regional basis, with direct assistance sought from interested regional news agencies to substantially increase the number of redisseminators at the regional and national levels. In addition, teleconferencing and, where possible, live Internet exchanges, will be used to make United Nations officials available for interviews by journalists in other regions of the world.

26.26 Strengthened capacities for news-gathering and dissemination geared to the global news cycle will enable the Department to engage the media more effectively. A starting point in this regard will be the development of the Daily Highlights into a fuller news service, using the Internet and other channels of rapid communications as a delivery mechanism. The system will also contribute to the strengthening of the Department's rapid media response capacity.

26.27 To meet the increasing needs for news and information on the activities of the Organization, including those undertaken by the Secretary-General and senior officials, a major activity of the subprogramme will be preparing press releases and news summaries — in English and French — for use by the media, delegations and the Secretariat. The Department will also continue to provide the infrastructure and technical links through which all Headquarters activities are transmitted instantaneously to news media around the world. Live television coverage of the General Assembly, the Security Council and other meetings and events, including comments on pressing news developments by the Secretary-General and other officials, will continue, as will production of radio and television news and feature programmes for distribution to broadcasting organizations worldwide. The Department will strengthen and enhance its various initiatives, including joint production of television documentaries, agreements with television news syndicator and radio broadcasting organizations, partnership and programme exchange with national and international radio and television broadcasters.

26.28 The Department will pursue the further development of the multimedia section of the Internet to achieve a fully automated and integrated system which can deliver high-quality audio, photo and video on demand. Emphasis will be placed on using the Internet to maximize outreach activities to strengthen the understanding of the goals of the United Nations among the target audiences. Through the Intranet, the Department will continue to provide constantly updated information on United Nations-related topics and other international situations.

26.29 The provision of authoritative and timely information to media representatives at Headquarters remains an important objective of the subprogramme. Daily information on the activities of the Secretary-General and the work of the Organization relating to peacekeeping and peacemaking, humanitarian assistance and a wide range of economic and social issues is essential if the media is to reflect comprehensively and accurately the role of the Organization in all areas of its mandates and responsibilities.

26.30 The Department will strive to meet regional and local needs by providing timely and adaptable information materials through the United Nations information centres and services to ensure access to information about

the Organization by local audiences and to facilitate proactive information activities by the network of information centres and services and other United Nations field offices. To broaden the outreach, support will be provided for the development by information centres of home pages in local languages by information centres.

26.31 The Department will monitor international situations and trends as reflected in the media, and coverage of the work of the Organization by major media networks, to ensure that the Secretary-General and senior officials of the Organization are kept informed of developments on the international scene in a comprehensive and timely manner.

Expected accomplishments

26.32 The expected accomplishments of the subprogramme include greater and faster access for media and other audience to news emanating from the United Nations; a fuller news service through the further development and enhancement of the existing Daily Highlights; strengthened capacity of the Department for a rapid media response; capacity for effective delivery of high-quality audio, photo and video on demand; and strengthened cooperation with international radio and television broadcasters for the coverage of United Nations activities. Increases in the number of home pages in local languages by United Nations information centres is also expected to be accomplished.

Outputs

26.33 During the biennium 2000–2001, the following outputs will be delivered:

(a) *Substantive outputs*

(i) Press releases, press conferences

a. Press conferences for the Secretary-General, senior United Nations officials and representatives of Member States or of the United Nations system (Office of the Spokesman of the Secretary-General, United Nations Information Service at Geneva, United Nations Information Service at Vienna and United Nations information centres and field offices) and production of transcripts of the Secretary-General's press conferences and summaries of briefings by senior United Nations officials (United Nations Information Service at Geneva); media liaison for the Secretary-General, including arranging interviews and drafting substantive responses to interviews on his behalf (Office of the Spokesman of the Secretary-General; United Nations information centres; United Nations Information Service at Vienna);

b. Briefings and interviews for media correspondents; background information on United Nations and its current issues (Office of the Spokesman of the Secretary-General); and notes on press conferences and briefings by delegations and senior Secretariat and other United Nations officials (News and Media Division);

c. Liaison and accreditation to local and international media representatives in their coverage of United Nations activities at Headquarters and major United Nations conferences or other meetings held away from Headquarters (News and Media Division);

d. Liaison and accreditation services to media representatives in their coverage of United Nations activities at Geneva and Vienna, including those of the United Nations Industrial Development Organization and the International Atomic Energy Agency (United Nations Information Service at Geneva and United Nations Information Service at Vienna);

e. Press releases, in English and French, on the proceedings of United Nations public meetings worldwide, as well as on activities such as peacekeeping operations, special observances and events, the travel and other activities of the Secretary-General and the Deputy Secretary-General, and other activities of the United Nations and its specialized

agencies; press releases as background information in advance of the sessional meetings of United Nations bodies and as "round-ups" of the results following the conclusion of such meetings (News and Media Division, United Nations Information Service at Geneva, United Nations Information Service at Vienna);

f. Press releases, fact sheets and other information materials, often in local language versions, of information material emanating from Headquarters or the United Nations system (United Nations information centres and field offices);

g. Press releases for major United Nations conferences and meetings held away from Headquarters (News and Media Division);

h. Support to the Deputy Secretary-General, including the arranging of interviews, assignment of media coverage for her appointments and distribution of the text of her speeches (Office of the Spokesman for the Secretary-General);

i. Publication of annual compendiums of resolutions and decisions adopted by the General Assembly and the Security Council, and of presidential statements of the Council (in English and French) (News and Media Division),

j. Daily United Nations headline and text news service for media and United Nations information centres, disseminated in print and via e-mail, facsimile and the Internet. Dissemination, on a regional basis where appropriate, of news-oriented articles and/or supplementary information directly to selected media for their utilization or publication, as well as to United Nations information centres and services (News and Media Division);

l. Twice-weekly press briefings at the Palais des Nations for 250 permanently accredited correspondents and up to 1,000 visiting correspondents accredited temporarily (100 press briefings annually); and production of summaries of the proceedings of the twice-weekly briefings to correspondents (United Nations Information Service at Geneva);

m. Press conferences, in conjunction with visits of United Nations system officials or the release of major United Nations reports (United Nations information centres);

(ii) Electronic, audio and video issuances

a. Radio

i. Radio news bulletins, news magazines, documentary programmes and multi-segment regional magazines in 15 languages, including Arabic, Bangla, Chinese, Creole, Dutch, English, French, Hindi, Indonesian, Kiswahili, Portuguese, Russian, Spanish, Turkish and Urdu. Daily and weekly dissemination on tape, via satellite and/or shortwave broadcasting, telephone feeds and as sound files on the Internet to participating radio organizations in all regions of the world for local, national, regional and international broadcasting (News and Media Division);

ii. Daily coverage of breaking news, meetings of intergovernmental bodies, activities of the Secretary-General and other senior officials and developments within the funds, programmes and agencies of the United Nations system (News and Media Division);

iii. Current affairs programmes. Feature formats will focus on peacekeeping, economic and social development, human rights, sustainable development, the advancement of women, the question of Palestine, environmental issues, international terrorism in all its forms and manifestations, international drug trafficking, health, population and development, youth and issues of regional concern (News and Media Division);

iv. Coverage of international conferences, special sessions of the General Assembly and international decades and years, such as the Millennium Assembly, the Second

World Conference on Natural Disaster Reduction, the Tenth Crime Congress, the World Conference on Racism and Racial Discrimination, the Third United Nations Conference on Least Developed Countries, as well as special sessions of the General Assembly to review the International Women's Conference, the World Summit for Social Development and the World Summit for Children and the Second United Nations Conference on Human Settlements (Habitat II) (News and Media Division);

v. Coverage of meetings, press conferences and special events resulting in the production of radio news stories, interviews and audio cuts for Headquarters-produced radio programmes and for radio stations (United Nations Information Service at Geneva);

vi. Distribution of weekly and monthly radio documentaries, features and magazines to radio stations as well as interested educational institutions and non-governmental organizations in Austria, Hungary, Slovakia and Slovenia (United Nations Information Service at Vienna);

vii. Production of radio news programmes, features, interviews and documentaries focusing on the activities of the Vienna-based United Nations programmes and meetings and conferences held at Vienna and abroad (United Nations Information Service at Vienna);

b. Video Section

i. *UN in Action* series of television news magazine items (114 items for the biennium), broadcast in more than 100 countries in Arabic, English, French, Russian and Spanish. A version of *UN in Action* is broadcast on CNN *World Report* at least once a week (News and Media Division) (United Nations Information Service at Geneva);

ii. *World Chronicle*, a television discussion programme, also available in radio format, which provides a broadcast forum for senior United Nations and United Nations system officials, as well as other relevant personalities, to air the Organization's views on the main subjects on the United Nations system agenda. Broadcast across North America on cable and in six other countries (78 programmes for the biennium) (News and Media Division);

iii. Two 30-minute feature documentaries to be adapted in Arabic, French and Spanish on humanitarian work and social issues (News and Media Division);

iv. A 15-minute video review of the year for distribution on cassette and satellite to broadcasters worldwide (annual in six languages) (News and Media Division);

v. Interdepartmental and external conference productions of ad hoc documentaries, public service announcements, television spots; and adaptation of Video Section products for use on the Internet (News and Media Division);

vi. Expansion of conference production arrangements with major national and international news television organizations to ensure increased coverage of United Nations issues by global broadcasters (News and Media Division);

vii. Increased coverage of the Secretary-General during his field missions (News and Media Division);

viii Coverage of meetings, press conferences and special events, resulting in the production and dissemination of news reports via international television news agencies serving broadcasters throughout the world, as well as directly to television stations (United Nations Information Service at Geneva);

ix. Satellite feedpoint for news stories and live and taped studio interviews (United Nations Information Service at Geneva); co-production of television magazines and documentary programmes with other Geneva-based United Nations agencies (United Nations Information Service at Geneva);

x. Archiving of news coverage and of field television pictures for use in Geneva and Headquarters news magazines and documentaries (United Nations Information Service at Geneva);

c. Television and Audio-visual Production Section

i. Television coverage of meetings of the General Assembly, the Security Council and of other meetings and events at Headquarters for distribution to news broadcasting organizations directly or through global redisseminators, as well as for delegations, educational institutions, non-governmental organizations and for use in other departmental outputs and for archival purposes (News and Media Division);

ii. Photographic materials of activities of the Secretary-General, United Nations meetings, conferences and other events at and away from Headquarters, as well as United Nations field projects, for distribution to news organizations, publishers, educational institutions, non-governmental organizations and delegations, and for inclusion as illustrations in other departmental outputs and for archival purposes (News and Media Division);

iii. Photo coverage of meetings and special events, as well as the reproduction of photos for the photo library at Headquarters (United Nations Information Service at Geneva) (United Nations Information Service at Vienna);

iv. Promotion and dissemination of United Nations radio programmes and video products, which involve outreach campaigns, to increase the retransmissions of United Nations radio programmes distributed through standard telephone and ISDN (high speed digital telephone) lines, electronically by the Internet and conventionally by dispatch of tapes, and to secure more television programming slots for United Nations video documentaries and features. The audio/visual products, which are distributed to broadcasting stations, United Nations offices, non-governmental organizations, educational institutions and Governments around the world, consist of United Nations radio programmes ranging from daily and weekly news to magazines and features in 15 languages, and United Nations video products, such as the *United Nations in Action* and *World Chronicle* series, documentaries, the Year in Review, public service announcements and the Secretary-General's messages (News and Media Division);

v. Development and maintenance of the audio/visual United Nations home page, which offers full-text databases to access the various United Nations audio/visual products, United Nations photos, United Nations radio programmes in down loadable file and streaming formats, video streaming highlighting the United Nations video features and documentaries, and many other features aimed at using the Internet's potential to strengthen the impact of United Nations press, radio and television activities (News and Media Division);

vi. Maintenance, preservation and conservation of United Nations archival materials (audio, film, video and photo) (News and Media Division);

vii. Maintenance and management of television and radio studios and facilities to permit the production of United Nations television and radio news programmes and

features, the receipt of incoming audio feeds from the field including those from the venues of international conferences, the transmission of audio coverage of United Nations official meetings and United Nations radio programmes to broadcasters, redisseminators and United Nations offices, and the transmission of the television signal for live webcasting operations (News and Media Division);

d. Media Monitoring and Analysis Section

i. Monitoring, selection and distribution to senior officials of press coverage from around the world, and of news summaries received from United Nations information centres, services and other field offices (News and Media Division; United Nations information centres);

ii. Three daily news bulletins tracking ongoing coverage of international developments (News and Media Division);

iii. Compilation for the Secretary-General and Deputy Secretary-General of weekly and monthly dossiers (News and Media Division);

iv. Electronic products via the United Nations Intranet, daily online clippings, political information bulletins, databases of substantive and topical articles for use as research tools, and a cyberguide or on-line reference service that links users to the Web sites of national and international publications (News and Media Division);

(iii) Recurrent publications. *Basic Facts About the United Nations* (biennial, in English, French and Spanish); the *Annual Report of the Secretary-General on the Work of the Organization* (in all six official languages); *Charter of the United Nations* and *Statute of the International Court of Justice* (reprints in six official languages, as required); *Image and Reality* (annual in English, French and Spanish); *UN Briefing Papers* (annual in English, French and Spanish); *United Nations in Brief* (annual in six languages, as required); and *General Assembly Press Kit* (annual, in English and French). *Focus* articles, backgrounders and other outputs as required (News and Media Division); and newsletters in local languages, highlighting priority United Nations issues as well as United Nations activities in the region (United Nations information centres);

(iv) Booklets, pamphlets, fact sheets, wall charts, information kits

a. Information kits in connection with meetings of the Conference on Disarmament, the Commission on Human Rights, other meetings and special events held at Geneva (United Nations Information Service at Geneva);

b. Booklets, information kits and brochures: either local-language translations/adaptations of materials produced at Headquarters or by the United Nations system, or original United Nations information centres productions (United Nations information centres);

(v) Seminars and technical material for outside users

a. Educational programmes such as Model United Nations conferences or United Nations curriculum support (United Nations information centres);

b. Information materials, lists of media events and press releases to members of permanent and observer missions, non-governmental organizations and media representatives in hard copy and by electronic means, in particular the United Nations Office at Geneva home page (United Nations Information Service at Geneva);

(vi) Other outputs

a. Articles or letters to the editors of local media on topical United Nations issues (United Nations information centres);

b. Preparation and distribution of newspaper clippings from various parts of the world as well as news summaries received from the United Nations information centres, services and other field offices (United Nations information centres);

(b) *International cooperation and inter-agency coordination and liaison*

(i) Participation in activities of non-governmental organizations that are related to United Nations issues or activities (United Nations information centres);

(ii) Participation in the activities of funds, programmes and agencies of the United Nations system. Participation in country team meetings and provision of an outlet for information and reference material emanating from United Nations specialized agencies and programmes (United Nations information centres).

Subprogramme 3
Library services

26.34 The subprogramme will be implemented by the Library and Information Resources Division and the network of United Nations information centres and field offices, the United Nations Information Service at Geneva and the United Nations Information Service at Vienna.

26.35 The purpose of the subprogramme is to provide library reference, information and research services to its clients, including the Secretariat staff, permanent missions, non-governmental organizations, researchers and the depository libraries worldwide, and to acquire, maintain, preserve and make available an archival collection of United Nations documents and publications.

26.36 The major objective of the subprogramme is to facilitate access to and enhance the resources and services of the Dag Hammarskjöld Library. This will be achieved by supplying bibliographic and factual information about the Organization and its work and by introducing innovative and user-oriented reference technologies and research services, such as expansion of information resources made available through the Dag Hammarskjöld Library Web pages in all the official languages, translation and provision of the United Nations Bibliographic Information System (UNBIS) Thesaurus, also in all the official languages, and training programmes for library users. The United Nations System Consortium, established for the purpose of sharing the costs of and access to electronic sources of information throughout the United Nations system of organizations and securing volume-driven reductions in subscription rates, will be maintained and expanded.

26.37 The Dag Hammarskjöld Library will expand its services by strengthening the system of depository libraries in all regions and creating linkages among them for wider dissemination of United Nations information materials; developing a network of United Nations libraries sharing the indexing of United Nations documents; and improving access to external electronic information resources, while at the same time continuing the acquisition and maintenance of library materials in the traditional media.

26.38 In order to improve in-house production and processing of data for use by delegates, missions of Member States, staff members, academic institutions and researchers on specific United Nations topics, adoption of bibliographic control standards will be facilitated. This will entail issuing multilingual reference tools in print and non-print formats, maximizing the use of electronic services to increase access to databases in the Dag Hammarskjöld Library and coordinating interdepartmental electronic services and databases with Secretariat-wide access. Access to the full text of United Nations documents in the six official languages will be further facilitated by enhanced links between the Optical Disk System (ODS) and the indexing records of UNBIS. Expansion of the UNBIS Thesaurus will permit searching in the official languages of the Organization. Further, the programme to convert older United Nations documents from microfiche to digital format, uploading to ODS and the United Nations Web site will be continued.

26.39 The Library and Information Resources Division will also carry out the indexing of Supplement 5 of the Repertory of Practice of the United Nations Organs.

26.40 The network of United Nations information centres operates United Nations document reference collections containing mainly United Nations parliamentary documents, reports and sales publications in close cooperation with the Dag Hammarskjöld Library. The main objective of these regional and local collections is to increase access to and enhance the services offered by the reference libraries of the United Nations information centres and United Nations Information Services, and to promote the unrestricted access to United Nations information by researchers, students, parliamentarians and the general public.

Expected accomplishments

26.41 The expected accomplishments of the subprogramme include a well-preserved and maintained archival collection of United Nations documents and publications, together with a well-indexed database for bibliographic control; greater retrospective coverage of United Nations documents on the Optical Disk System; more cost-effective access to valuable external on-line services and an enhanced reference and research service. An expanded multilingual website and a strengthened and expanded network of United Nations depository libraries are other expected accomplishments of the subprogrammes.

Outputs

26.42 During the biennium 2000–2001, the following activities will be undertaken:

Substantive outputs

(a) Recurrent publications. *Documents Index* (four issues annually); *Index to Proceedings of the General Assembly* (one issue each, fifty-fourth and fifty-fifth sessions); *Index to Proceedings of the Security Council* (annual); *Index to Proceedings of the Economic and Social Council* (annual); and *List of Depository Libraries* (annual) (Library and Information Resources Division);

(b) Electronic publications on the Internet/Intranet. UNBIS — Bibliographic database (Internet) (annual); UNBIS Reference Manual for Bibliographic Description (Internet) (annual); UNBIS Authority File (Internet) (annual); UNBIS Thesaurus (Internet) (2001); UNBIS Series Symbol File (Internet) (2001); Index to Proceedings of the General Assembly, Security Council and Economic and Social Council (Internet) (annual); and United Nations Information Query (ready reference information on the United Nations) (Internet) (annual); United Nations 1945 to present: a bibliography (2000); and *Quick Users' Guide to UNBIS* on Horizon (annual) (Library and Information Resources Division);

(c) Other services

(i) Acquisition, selection and weeding of core information resources in traditional media (books, serials, government documents, etc.);

(ii) Indexing and cataloguing of United Nations documents and publications, as well as non-United Nations materials (Library and Information Resources Division);

(iii) Provision of advisory services to departmental reference collections at Headquarters; provision of reference and research services and loan and inter-library loan services;

(iv) Selective dissemination of information (SDI) services (Library and Information Resources Division);

(v) Dag Hammarskjöld Library Web sites in all the six official languages (Library and Information Resources Division);

(vi) Oversight of depository libraries, including one questionnaire during the biennium and a certain number of visits to depository libraries (Library and Information Resources Division);

(vii) Training programmes for delegates, permanent mission staff, United Nations staff, Government officials, depository librarians, non-governmental organizations, interns in the use of ODS, the Dag Hammarskjöld Library Web site and external sources in searching resources (Library and Information Resources Division);

(viii) Back-of-the book indexes for major United Nations publications (Library and Information Resources Division);

(ix) Maintenance of a United Nations document reference collection with material from the United Nations and the specialized agencies, and provision of related services to researchers, students, parliamentarians, government officials and the general public (United Nations information centres and field offices, United Nations Information Service at Geneva and United Nations Information Service at Vienna);

(x) Digitization of United Nations documents for uploading to ODS (Library and Information Resources Division);

(xi) Inspection, at the request of the Dag Hammarskjöld Library and, when feasible, of United Nations depository libraries in the region covered by United Nations information centres, and providing advice on the management and maintenance of the United Nations collection (United Nations information centres and field offices);

(xii) Provision of comprehensive library services on United Nations issues, including audio-visual materials (United Nations information centres and field offices);

(xiii) Provision of computer stations in United Nations information centre libraries to allow visitors access to electronic information sources about the United Nations (United Nations information centres and field offices);

(xiv) Indexing of the backlog Supplement 5 of the Repertory of Practice of the United Nations Organs.

Subprogramme 4
Publication services

26.43 The subprogramme will be implemented by the Library Information and Resources Division (Library and Information Resources Division).

26.44 The Division coordinates publications policies for print and electronic products, and management of the publications programme of the United Nations through the Publications Board, which is also responsible for the issuance of the administrative instructions relating to the control and limitation of documentation. The Division's publications will continue to expand their role as a regular channel of communication about the United Nations system as a whole and as a means of further dissemination of information and ideas by their primary recipients. Electronic access to the publications enhances the reach of their content and their subscriber base and provides a ready interactive means of the Organization to receive comments, questions and ideas from the public worldwide.

26.45 Despite the proliferation of powerful new media, authoritative publications continue to have a long-term impact on opinion and policy, and the print medium continues to be the most effective way for the communication of ideas and concepts around the world. Publications are also an essential element in portraying the United Nations as an open and transparent organization and the Organization has an obligation to provide information about its work to many audiences, including the media, the academic community,

non-governmental organizations and other public and official institutions, all of which are the principal target audiences for the Department's outputs. The main objective of the subprogramme is to broaden the understanding of and deepen public support for the goals and activities of the United Nations through the production, in close collaboration with substantive departments, of fact-based, high-quality publications in both print and electronic form for dissemination in all the regions of the world. Other objectives include the efficient and timely provision of cartographic products and geographic information services to United Nations bodies and departments, and of graphic design and production coordination services to the Secretariat.

26.46 The target audiences for the Publications Service's outputs are pivotal redisseminators of information, such as the media, the academic community, non-governmental organizations, government officials, libraries and others interested in international affairs and the work of the United Nations. Use of the Internet offers an opportunity to reach a much wider audience, including potential subscribers for printed editions. Both the *United Nations Chronicle* and *Africa Recovery* will be adapted in timely manner for posting on the United Nations home page and the Cartographic Section's own electronic site will continue to be developed, while the *Yearbook of the United Nations* will be available on CD-ROM.

26.47 While the free distribution of many of its outputs are crucial to the realization of the primary objective of the Publications Service, sales of publications are an additional and important dimension of its outreach efforts. The Service will continue to enhance the sales potential of its products. Through the use of readership surveys and other forms of evaluation it will also continue to ensure the relevance and utility of its publications for its target audiences, avoiding any duplication and concentrating resources on publications which are effective in promoting awareness and understanding of the work of the Organization.

26.48 The Service will also continue to maximize its outreach capacity through the further development of cost-effective production systems, including regeneration of its desk-top publishing capacity and the efficient utilization of the Organization's internal printing capacity where appropriate.

Expected accomplishments

26.49 The expected accomplishments of the subprogramme include elimination of the backlog volumes of the *Yearbook of the United Nations*; greater access by a wider audience to United Nations publications by expanding the electronic outreach; optimum utilization of the internal printing and desk-top publishing capacity; more timely provision of cartographic products and geographic information services; and enhanced graphic and visual quality of the electronic and printed materials.

Outputs

26.50 During the biennium 2000–2001, the following outputs will be delivered:

Substantive outputs

(a) Published materials. Mandated recurrent publications. The *Yearbook of the United Nations* (annual, in English), the *United Nations Chronicle* (a quarterly, with editions in Arabic, Chinese, English, French, Russian and Spanish) and *Africa Recovery* (quarterly, in English and French) (Library and Information Resources Division);

(b) Other technical assistance services

(i) Cartographic products and geographic information services in support of substantive activities of the Secretariat, including its response to requirements of the Security Council, as well as editorial control services for all maps issued by the Organization (Library and Information Resources Division);

(ii) Oversight and management of the production of all official publications. Working in close cooperation with the Department of General Assembly Affairs and Conference Services and all author departments, the Service advises departments on printing costs and options

and prepares technical specifications for print materials (Library and Information Resources Division);

(iii) Design services to the Secretariat. Design standards and guidelines are determined, and original design concepts, typesetting and camera-ready mechanical and computer-generated art work are prepared, including for logos, promotional materials, posters and publications (Library and Information Resources Division).

B. Resource requirements

1. Executive direction and management: Office of the Under-Secretary-General

Table 26.4 **Summary of requirements by object of expenditure**

(Thousands of United States dollars)

(1) *Regular budget*

Object of expenditure	*1996-1997 expenditures*	*1998-1999 appropriations*	*Resource growth*		*Total before recosting*	*Recosting*	*2000-2001 estimates*
			Amount	*Percentage*			
Posts	2 950.9	4 111.2	54.6	1.3	4 165.8	258.2	4 424.0
Other staff costs	–	206.1	–	–	206.1	10.0	216.1
Travel	55.0	60.2	19.8	32.8	80.0	3.8	83.8
Contractual services	0.3	137.4	–	–	137.4	6.7	144.1
Hospitality	8.7	15.7	10.5	66.8	26.2	1.2	27.4
Furniture and equipment	–	234.7	–	–	234.7	11.4	246.1
Total	**3 014.9**	**4 765.3**	**84.9**	**1.7**	**4 850.2**	**291.3**	**5 141.5**

(2) *Extrabudgetary resources*

1996-1997 expenditures	*1998-1999 estimates*	*Source of funds*	*2000-2001 estimates*
		(a) Services in support of:	
–	–	(i) United Nations organizations	–
		(ii) Extrabudgetary activities	
–	–	Support to substantive activities	–
		(b) Substantive activities	
393.8	–	Trust Fund for the Fiftieth Anniversary Celebrations	–
–	36.3	Trust Fund for International Cooperation and Development	–
1 168.0	548.0	Trust Fund for Education and Communications	575.0
–	–	(c) Operational projects	–
1 561.8	**584.3**	**Total**	**575.0**
4 576.7	**5 349.6**	**Total (1) and (2)**	**5 716.5**

Table 26.5 **Post requirements**

Organizational unit: Office of the Under-Secretary-General

	Established posts		Temporary posts					
	Regular budget		Regular budget		Extrabudgetary resources		Total	
	1998 1999	2000 2001	1998 1999	2000 2001	1998 1999	2000 2001	1998 1999	2000 2001
Professional category and above								
USG	1	1	–	–	–	–	1	1
D-1	1	2	–	–	–	–	1	2
P-5	1	1	–	–	–	–	1	1
P-4/3	8	7	–	–	–	–	8	7
P-2/1	1	1	–	–	–	–	1	1
Total	**12**	**12**	–	–	–	–	**12**	**12**
General Service category								
Other level	12	12	–	–	–	–	12	12
Total	**12**	**12**	–	–	–	–	**12**	**12**
Grand total	**24**	**24**	–	–	–	–	**24**	**24**

26.51 The Under-Secretary-General is responsible for the overall direction of United Nations public information policies and strategies relating to the implementation of the four subprogrammes both at Headquarters and through the network of information centres and services in the field. He is also responsible for the strengthening of coordination and cooperation within the Secretariat and the United Nations system with regard to communications and public information activities. The Under-Secretary-General is responsible for the administrative, financial and personnel management of the Department. He represents the Secretary-General in dealing with permanent and observer missions on matters relating to communications and public information, as well as with high-level international media representatives. In addition to the above functions, he chairs the United Nations Publications Board and the Headquarters Exhibits Committee, serves as a member of the Senior Management Group, the Steering Committee on Reform and the Communications Group, and represents the Secretariat on the Joint United Nations Information Committee. The Under-Secretary-General maintains an ongoing dialogue with the Executive Committee of the United Nations Correspondents Association. He is responsible for the preparation of parliamentary documentation on questions relating to information, and for the provision of secretariat services to the Committee on Information, the United Nations Publications Board and the Joint United Nations Information Committee. The Communications Coordination Service provides professional and technical support to the Departmental Strategic Communications Planning Group, integrating into the Department's strategic plan new or revised information goals set as a result of changing priorities. It assists the Under-Secretary-General in assessing the Department's outputs and conducts studies and reviews to evaluate its activities in relation to specified target audiences. It monitors the programme performance of the Department and provides managers with feedback on the status of programme budget implementation and serves as liaison between the Department and the interdepartmental focal points for public information. It also coordinates the management of the United Nations Web site, building and maintaining a comprehensive, multilingual and media-friendly United Nations presence on the Internet through its Information Technology Section.

Resource requirements (at current rates)

Posts

26.52 The estimated requirements of $4,165,800 reflect the 24 posts indicated in table 26.5. The proposal includes the reclassification of a P-5 post to the D-1 level, reflecting the additional responsibilities placed on the post of Chief of Office, Office of the Secretary-General, and Special Assistant to the Under-Secretary-General with regard to the reorientation of the Department, and the outward redeployment of one P-4 post and the inward redeployment of a P-5 post from within the Department.

Other staff costs

26.53 The estimated requirements of $206,100 would cover the cost of personal service contracts related to the creation of search programmes and databases for the United Nations Web site in official languages other than English, direct live Web casts and archiving of General Assembly meetings, Secretary-General's press conferences and briefings by the Spokesman of the Secretary-General and special events.

Travel

26.54 The estimated requirements of $80,000, including a growth of $19,800, are primarily for the purpose of increasing contact with United Nations information centres and services and for travel in connection with Internet-related trade shows to keep abreast of the latest developments in technology and Web site management. They will also cover the costs of travel of the Under-Secretary-General and other staff members of his office to attend meetings of the Joint United Nations Information Committee.

Contractual services

26.55 The estimated requirements of $137,400 are at the maintenance level and relate to the following expenditures: (a) external printing costs ($18,400) for the fifth edition of the *World Media Handbook* (2001); (b) public information production costs ($9,900) for engaging external marketing research organizations and other related contractual services with a view to ensuring that the Department's activities and outputs are responsive to targeted audiences and their identified needs; (c) subscription to news agency services ($10,000); and (d) training costs ($99,100) on information technologies pertaining to the Department's Internet/Intranet programme.

Hospitality

26.56 A provision of $26,200, including the redeployment of $10,500 from other parts of the Department, would cover hospitality requirements, including functions for the Committee on Information, the annual journalists' round table, the training programme for journalists and broadcasters from developing countries and other similar activities.

Furniture and equipment

26.57 The estimated requirements of $234,700 are proposed at the maintenance level for the purchase of information technology equipment, including computers, servers, scanners, audio and video processing equipment, and Internet-related software.

2. Programme of work

(a) Department of Public Information, Headquarters

(i) Office of the Spokesman for the Secretary-General

Table 26.6 **Summary of requirements by object of expenditure**

(Thousands of United States dollars)

(1) *Regular budget*

Object of expenditure	*1996-1997 expenditures*	*1998-1999 appropriations*	*Resource growth*		*Total before recosting*	*Recosting*	*2000-2001 estimates*
			Amount	*Percentage*			
Posts	1 605.0	1 910.9	–	–	1 910.9	123.1	2 034.0
Travel	119.5	53.7	95.0	176.9	148.7	7.2	155.9
Contractual services	52.5	35.6	(0.9)	(2.5)	34.7	1.7	36.4
Hospitality	0.2	15.5	(10.5)	(67.7)	5.0	0.2	5.2
Supplies and materials	8.0	10.4	(0.6)	(5.7)	9.8	0.4	10.2
Total	**1 785.2**	**2 026.1**	**83.0**	**4.0**	**2 109.1**	**132.6**	**2 241.7**

(2) *Extrabudgetary resources*

1996-1997 expenditures	*1998-1999 estimates*	*Source of funds*	*2000-2001 estimates*
		(a) Services in support of:	
–	–	(i) United Nations organizations	–
		(ii) Extrabudgetary activities	
–	–	Peacekeeping operations	–
		(b) Substantive activities	
		Trust Fund for the Interest on the Contribution to the United Nations	
90.8	–	Special Account	–
–	–	(c) Operational projects	–
Total **90.8**	**–**		**–**
Total (1) and (2) **1 876.0**	**2 026.1**		**2 241.7**

Table 26.7 **Post requirements**

Organizational unit: Office of the Spokesman for the Secretary-General

	Established posts		Temporary posts					
	Regular budget		Regular budget		Extrabudgetary resources		Total	
	1998-1999	2000-2001	1998-1999	2000-2001	1998-1999	2000-2001	1998-1999	2000-2001
Professional category and above								
D-2	1	1	–	–	–	–	1	1
D-1	1	1	–	–	–	–	1	1
P-4/3	3	3	–	–	–	–	3	3
P-2/1	1	1	–	–	–	–	1	1
Total	**6**	**6**	**–**	**–**	**–**	**–**	**6**	**6**
General Service category								
Principal level	2	2	–	–	–	–	2	2
Other level	2	2	–	–	–	–	2	2
Total	**4**	**4**	**–**	**–**	**–**	**–**	**4**	**4**
Grand total	**10**	**10**	**–**	**–**	**–**	**–**	**10**	**10**

26.58 The Office of the Spokesman for the Secretary-General provides information support to the Secretary-General, the Deputy Secretary-General and senior Secretariat officials. The services provided by the Office aim at providing authoritative information to the media on the work being carried out on a daily basis by the Organization. The Spokesman provides daily press briefings for correspondents followed by a briefing for delegations and press officers with a particular focus on the activities of the Secretary-General and the Security Council, including United Nations peacekeeping operations and other political missions. The Office maintains contacts with offices at other duty stations, United Nations funds, programmes, and other organizations of the United Nations system. The Office plays an influential role in shaping the image of the United Nations in the public eye.

Resource requirements (at current rates)

Posts

26.59 Estimated requirements of $1,910,900 reflect the costs for the staffing table shown in table 26.7.

Travel

26.60 Estimated requirements of $148,700, which include a growth of $95,000 reflecting past experience and the pattern of expenditure during the first year of the biennium 1998–1999, would provide for: travel of the Spokesman and senior staff to accompany the Secretary-General on his travels and for advance work on his behalf in conjunction with such travel; and travel of staff in connection with media outreach missions.

Contractual services

26.61 The provision of $34,700 relates to on-line subscriptions to news agency services.

Hospitality

26.62 The estimate of $5,000 reflects the redeployment of $10,500 to another part of the Department. The remaining provision would cover the hospitality expenses of staff in the course of contacts with representatives of the media on behalf of the Secretary-General.

Supplies and materials

26.63 A provision of $9,800 is proposed for miscellaneous supplies and subscriptions to periodicals.

(ii) News and Media Division

Table 26.8 **Summary of requirements by object of expenditure**

(Thousands of United States dollars)

Object of expenditure	*1996-1997 expenditures*	*1998-1999 appropriations*	*Resource growth*		*Total before recosting*	*Recosting*	*2000-2001 estimates*
			Amount	*Percentage*			
Posts	20 656.6	21 187.6	1 556.5	7.3	22 744.1	1 392.3	24 136.4
Other staff costs	1 167.2	2 536.0	48.3	1.9	2 584.3	125.5	2 709.8
Travel	7.2	14.0	–	–	14.0	0.6	14.6
Contractual services	11 340.8	11 268.5	171.1	1.5	11 439.6	555.7	11 995.3
General operating expenses	150.4	232.1	1.9	0.8	234.0	11.3	245.3
Supplies and materials	641.2	860.7	–	–	860.7	41.7	902.4
Furniture and equipment	586.0	1 215.1	–	–	1 215.1	59.0	1 274.1
Total	**34 549.4**	**37 314.0**	**1 777.8**	**4.7**	**39 091.8**	**2 186.1**	**41 277.9**

Table 26.9 **Post requirements**

Organizational unit: News and Media Division

	Established posts		*Temporary posts*					
	Regular budget		*Regular budget*		*Extrabudgetary resources*		*Total*	
	1998-1999	*2000-2001*	*1998-1999*	*2000-2001*	*1998-1999*	*2000-2001*	*1998-1999*	*2000-2001*
Professional category and above								
D-2	1	1	–	–	–	–	1	1
D-1	2	2	–	–	–	–	2	2
P-5	5	6	–	–	–	–	5	6
P-4/3	44	48	–	–	–	–	44	48
P-2/1	15	16	–	–	–	–	15	16
Total	**67**	**73**	**–**	**–**	**–**	**–**	**67**	**73**
General Service category								
Principal level	3	3	–	–	–	–	3	3
Other level	63	66	–	–	–	–	63	66
Total	**66**	**69**	**–**	**–**	**–**	**–**	**66**	**69**
Grand total	**133**	**142**	**–**	**–**	**–**	**–**	**133**	**142**

26.64 The News and Media Division serves as the Department's principal link with the global news media, provides services and information aimed at informing news media and delegations about the proceedings of public United Nations meetings worldwide, peacekeeping operations, special observances and events, the activities of the Secretary-General and other activities of the United Nations and its specialized agencies, and monitors the coverage of major international developments by news agencies and produces news bulletins throughout the day for senior officials.

26.65 The outputs provided by the News and Media Division include press releases, press coverage, photographic, radio and video coverage and/or feature television productions and services. The Division also provides media accreditation and liaison services, as well as the dissemination of audio-visual materials.

Resource requirements (at current rates)

Posts

26.66 The estimated requirements of $22,744,100 would provide for the posts indicated in table 26.9. The proposal includes the inward redeployment of one P-5, one P-4, three P-3 one P-2/1 and three General Service (Other level) posts to reflect the transfer of the Editorial Section from the Library and Information Resources Division to the News and Media Division as part of the internal reorganization of the Department.

Other staff costs

26.67 The estimated requirements of $2,584,300, including a growth of $48,300 relating mainly to general temporary assistance to ensure the required level of press coverage for the increased number of meetings of the Security Council and of the special sessions of the General Assembly, would cover the costs of press coverage in the two working languages for the fifty-fifth, fifty-sixth and the special sessions of the General Assembly ($2,579,800); and for contractual services for writing and editing of publications of the Division ($4,500).

Travel

26.68 The estimated requirements of $14,000 at the maintenance level relate to travel by the Director of the Division and his staff to meetings of national and international film, television and photographic organizations for the promotion of audio-visual products of the Department and to initiate co-production.

Contractual services

26.69 A provision of $11,439,600, reflecting a growth of $171,100 for additional requirements and related mainly to translation, external printing, public information production and specialized services such as rental of digital and conventional radio and satellite lines, is proposed. The components would be as follows:

(a) A new provision of $17,900 would cover the costs of translation of *Basic Facts About the United Nations, Image and Reality, UN Briefing papers* and *United Nations in Brief* into French and Spanish, reflecting the transfer of responsibility for these publications and the Editorial Section from Publications Service to the Media Division;

(b) External printing is estimated at $44,700. This new provision, reflecting the transfer of responsibility for these publications and the Editorial Section from Publications Service to the Media Division, relates to the cost of printing of the *General Assembly Press Kit* and language editions of other time-bound outputs such as *Basic Facts About the United Nations*;

(c) Public information production costs, including an increase of $11,000 relating mainly to the electronic distribution of United Nations radio programmes, are estimated at $2,658,400. A provision of $2,162,100 would cover the costs of production of radio programmes in various regional non-official languages of the United Nations; coverage of the Secretary-General's travel and co-production with other broadcasting organizations, costs in connection with film and video production, production of *United Nation in Action, World Chronicle, Year in Review* and costs of external laboratory and other specialized services. It would also cover the costs of rental and connections for Time-Warner Cable Television for the Department, participation in annual National Association of Broadcasters Convention and International Equipment Exhibition, additional television coverage during the General Assembly and external services related to digitization of photographic images. It would also cover the cost of participation in selected film/video festivals to promote United Nations documentaries and features, entry fees for film, video and radio contests; the second phase of the digital archives project, electronic distribution of United Nations radio programmes and conversion/duplication of

video features and production costs for the publications of the Division. Resources estimated at $496,300 would be required for the development of the Department's radio broadcasting capability;

(d) Contractual engineering is estimated at $8,411,300. These provisions, estimated at the maintenance level, relate to the technical staff required for the operation and maintenance of the technical facilities for radio and visual productions and services;

(e) Specialized services are estimated at $307,300 including an increase of $97,500 for online services provided by LEXIS-NEXIS, NewsEdge and other search requirements, would cover the rental of digital and conventional radio lines and circuits, lines for transmission of television signals from Headquarters, satellite lines for Secretary-General's messages and distribution of the *Year in Review*.

General operating expenses

26.70 The estimate of $234,000 reflects a growth of $1,900 and relates to the maintenance and repair of film, video, photographic and audio equipment and miscellaneous services such as freight.

Supplies and materials

26.71 A provision of $860,700, is requested at the maintenance level for subscriptions to publications and the acquisition of professional radio, television and photo reference books and materials, public information supplies such as film, raw stock, audio and video tapes and cassettes, photographic film, paper and chemicals and other miscellaneous materials required for radio and visual productions, internal printing supplies such as art pens, tint guides and developer chemicals, and other supplies including diskettes, printer cartridges and zip-drive cartridges.

Furniture and equipment

26.72 A provision of $1,215,100 is requested at the maintenance level for the first two phases of the conversion of the analog United Nations television facilities to digital facilities with the Advanced Television System standard through the replacement of analog equipment, and acquisition of digital photo production equipment.

(iii) Public Affairs Division

Table 26.10 **Summary of requirements by object of expenditure**

(Thousands of United States dollars)

(1) *Regular budget*

Object of expenditure	*1996-1997 expenditures*	*1998-1999 appropriations*	*Resource growth*		*Total before recosting*	*Recosting*	*2000-2001 estimates*
			Amount	*Percentage*			
Posts	8 149.4	7 978.6	–	–	7 978.6	501.1	8 479.7
Other staff costs	233.3	107.0	48.7	45.5	155.7	7.6	163.3
Travel	125.5	175.3	48.9	27.8	224.2	10.9	235.1
Contractual services	523.1	815.8	3.3	0.4	819.1	39.7	858.8
General operating expenses	24.1	40.6	0.5	1.2	41.1	2.0	43.1
Supplies and materials	269.4	245.1	(112.7)	(45.9)	132.4	6.4	138.8
Furniture and equipment	36.4	14.2	13.0	91.5	27.2	1.4	28.6
Grants and contributions	233.8	300.8	(15.1)	(5.0)	285.7	13.8	299.5
Total	**9 595.0**	**9 677.4**	**(13.4)**	**(0.1)**	**9 664.0**	**582.9**	**10 246.9**

(2) *Extrabudgetary resources*

1996-1997 expenditures	1998-1999 estimates	Source of funds	2000-2001 estimates
		(a) Services in support of:	
–	–	(i) United Nations organizations	–
–	–	(ii) Extrabudgetary activities	–
		(b) Substantive activities	
24.5	6.1	Trust Fund for the Oral History of the United Nations	–
505.3	309.6	Trust Fund for Economic and Social Information	–
–	107.8	Trust Fund for International Cooperation and Development	–
–	–	(c) Operational projects	–
Total	**529.8**	**423.5**	–
Total (1) and (2)	**10 124.8**	**10 100.9**	**10 246.9**

Table 26.11 **Post requirements**

Organizational unit: Public Affairs Division

	Established posts		Temporary posts					
	Regular budget		Regular budget		Extrabudgetary resources		Total	
	1998-1999	2000-2001	1998-1999	2000-2001	1998-1999	2000-2001	1998-1999	2000-2001
Professional category and above								
D-2	1	1	–	–	–	–	1	1
D-1	2	2	–	–	–	–	2	2
P-5	5	5	–	–	–	–	5	5
P-4/3	12	12	–	–	–	–	12	12
P-2/1	6	6	–	–	–	–	6	6
Total	**26**	**26**	**–**	**–**	**–**	**–**	**26**	**26**
General Service category								
Principal level	1	1	–	–	–	–	1	1
Other level	20	20	–	–	–	–	20	20
Total	**21**	**21**	**–**	**–**	**–**	**–**	**21**	**21**
Grand total	**47**	**47**	**–**	**–**	**–**	**–**	**47**	**47**

26.73 The Public Affairs Division is responsible for the development and implementation of public information and communication strategies on priority issues before the Organization. It works in close partnership with information redisseminators, including the media, civil society, non-governmental organizations, private sector organizations and educational institutions. It is responsible for the planning, production and dissemination of authoritative information materials geared towards creating an informed understanding of the work of the Organization, cultivating constituencies and building relations with key segments of the public, and encouraging active support of the Organization through direct outreach to the public.

Resource requirements (at current rates)

Posts

26.74 Estimated requirements of $7,978,600 would provide for the posts indicated in table 26.11.

Other staff costs

26.75 The estimate of $155,700, includes a growth of $48,700 relating mainly to the additional requirements for specialized services of teachers and illustrators for greater educational outreach, and relates to personal services contracts required for the research, writing, editing and design of certain information materials produced by the Division, as well as the adaptation of print materials for placing on the United Nations home page.

Travel

26.76 The estimated requirement of $224,200, including a growth of $48,900 primarily aimed at broadening the scope of participation in round tables and encounters organized by the Division, relates to: (a) $136,900 for the travel costs of participants to the media encounter/seminar on United Nations peacemaking and peacekeeping, the journalists round table on human rights, the journalists round table on economic and social development and the Department of Public Information/Non-Governmental Organization conferences; and (b) $87,300 relating to travel of staff to meetings and conferences of international organizations and media and public relations associations.

Contractual services

26.77 The estimated requirements of $819,100 including a growth of $3,300 primarily for public information production costs, relates to: (a) $91,800 for the cost of external translation and $434,200 for external printing of information materials, such as information kits, backgrounders, wall charts and promotional materials produced by the Division; and (b) $293,100 for public information costs such as external design and typesetting, research writing and editing in connection with the production of various promotional materials such as posters, information kits and wall charts.

General operating expenses

26.78 The estimated requirements of $41,100 will cover the costs of subscriptions to on-line services and to publications, including media directories directly related to the Division's substantive work, organization of special events, and freight and installation of exhibits.

Supplies and materials

26.79 The provision of $132,400 includes a reduction of $112,700 offset by increases under other components and relates to public information supplies and paper required for the production of information materials and exhibits.

Furniture and equipment

26.80 The estimated requirement of $27,200 includes an increase of $13,000 offset by decreases under other components and will provide for acquisition of computers and specialized software for the production of digital and on-line exhibits.

Grants and contributions

26.81 The estimate of $285,700 will cover the cost of travel and stipends for junior and middle-level broadcasters and journalists selected for the annual six-week training programme initiated in 1981 pursuant to General Assembly resolution 35/201 of 16 December 1980. The decrease of $15,100 reflects an adjustment based on expenditure patterns.

(iv) Information activities on the question of Palestine

Table 26.12 **Summary of requirements by object of expenditure**

(Thousands of United States dollars)

Object of expenditure	*1996–1997 expenditures*	*1998–1999 appropriations*	*Resource growth*		*Total before recosting*	*Recosting*	*2000–2001 estimates*
			Amount	*Percentage*			
Other staff costs	28.8	22.0	(1.2)	(5.4)	20.8	1.0	21.8
Travel	427.5	400.7	8.0	1.9	408.7	19.9	428.6
Contractual services	8.2	101.2	(5.6)	(5.5)	95.6	4.7	100.3
General operating expenses	49.5	38.2	(2.5)	(6.5)	35.7	1.8	37.5
Total	**514.0**	**562.1**	**(1.3)**	**(0.2)**	**560.8**	**27.4**	**588.2**

26.82 Public information activities relating to the United Nations role in the question of Palestine are undertaken pursuant to General Assembly resolutions, the most recent one being resolution 53/41 of 2 December 1998. Since the signing of the Declaration of Principles on Interim Self-Government Arrangements by the Government of Israel and the Palestine Liberation Organization, and at the request of the General Assembly, the Department has added to its activities assistance to the Palestinian people in the field of media development, including training for the Palestinian broadcasters and journalists. In the biennium 2000–2001, the Department will continue to pursue and further develop its promotion campaign of Palestinian rights and its programme of assistance to the Palestinian media, taking into account the positive implications of the Declaration of Principles and the subsequent implementation agreements signed by the two parties.

Resource requirements (at current rates)

Other staff costs

26.83 The estimate of $20,800 relates to the cost of external expertise for the production of public information materials on the United Nations and the question of Palestine and on the rights of Palestinians.

Travel

26.84 The estimated requirements of $408,700, including an increase of $8,000, will cover the cost of travel of journalists, participants and staff involved to the international encounter for journalists (2000) and is also related to two fact-finding news missions to the Middle East, as well as the travel of participants in two internship programmes.

Contractual services

26.85 A provision of $95,600 is proposed to cover the cost of contractual translation and external printing of information materials, such as feature articles, backgrounders and fact sheets on the United Nations and the question of Palestine and on the rights of Palestinians.

General operating expenses

26.86 The estimate of $35,700 would cover the cost of various general operating services, including rental of conference rooms, communication expenses and local transportation for an international encounter and two news missions to the Middle East.

(v) Information Centres Service

Table 26.13 **Summary of requirements by object of expenditure**

(Thousands of United States dollars)

Object of expenditure	*1996 1997 expenditures*	*1998 1999 appropriations*	*Resource growth*		*Total before recosting*	*Recosting*	*2000 2001 estimates*
			Amount	*Percentage*			
Posts	3 314.1	3 606.5	–	–	3 606.5	211.9	3 818.4
Travel	42.4	69.0	–	–	69.0	3.3	72.3
Contractual services	47.1	55.0	–	–	55.0	2.6	57.6
General operating expenses	83.5	799.5	–	–	799.5	38.8	838.3
Supplies and materials	8.7	9.3	–	–	9.3	0.4	9.7
Total	**3 495.8**	**4 539.3**	**–**	**–**	**4 539.3**	**257.0**	**4 796.3**

Table 26.14 **Post requirements**

Organizational unit: Information Centres Service

	Established posts		*Temporary posts*					
	Regular budget		*Regular budget*		*Extrabudgetary resources*		*Total*	
	1998 1999	*2000 2001*	*1998 1999*	*2000 2001*	*1998 1999*	*2000 2001*	*1998 1999*	*2000 2001*
Professional category and above								
D-1	1	1	–	–	–	–	1	1
P-5	1	1	–	–	–	–	1	1
P-4/3	6	6	–	–	–	–	6	6
P-2/1	2	2	–	–	–	–	2	2
Total	**10**	**10**	**–**	**–**	**–**	**–**	**10**	**10**
General Service category								
Other level	13	13	–	–	–	–	13	13
Total	**13**	**13**	**–**	**–**	**–**	**–**	**13**	**13**
Grand total	**23**	**23**	**–**	**–**	**–**	**–**	**23**	**23**

26.87 To promote an informed understanding of the work and purposes of the Organization around the world, the Information Centres Service provides the global network of information centres and services with guidelines on public information strategies and administrative, financial and programmatic services. The Service is responsible for liaison with national Governments and Secretariat offices on all matters pertaining to the operation of information centres, and for coordination with UNDP and the United Nations Development Group Office and for consultation with host Governments regarding the integration of information centres. The Information Centres Service provides United Nations Resident Coordinators with briefings and the staff of information centres with training and guidance in their efforts to forge partnerships with United Nations Associations, non-governmental organizations, educational institutions and other sectors of the civil society.

Resource requirements (at current rates)

Posts

26.88 Estimated requirements of $3,606,500 would provide for the cost of posts indicated in table 26.14.

Travel

26.89 The estimated requirements of $69,000 would provide for (a) the participation of a selected group of directors and national officers of information centres in a regional training workshop ($59,000); and (b) travel of staff to United Nations information centres to enhance and strengthen their effectiveness and to undertake discussions with host Governments and representatives of other United Nations field offices ($10,000).

Contractual services

26.90 The estimate of $55,000 requested at the maintenance level relates to: (a) $45,400 for a training workshop for library assistants of selected information centres in computerized United Nations Libraries in the field; and (b) $9,600 for printing the new edition of the *UNIC Operations Manual* reflecting new guidelines and policies.

General operating expenses

26.91 Estimated requirements of $799,500 requested at the maintenance level would continue to provide for the costs of dissemination and delivery of information materials to United Nations information centres, communications and miscellaneous services.

Supplies and materials

26.92 An estimated $9,300 would be required at the maintenance level for public information supplies.

(vi) Library and Information Resources Division

a. Dag Hammarskjöld Library

Table 26.15 **Summary of requirements by object of expenditure**

(Thousands of United States dollars)

(1) *Regular budget*

Object of expenditure	*1996-1997 expenditures*	*1998-1999 appropriations*	*Resource growth*		*Total before recosting*	*Recosting*	*2000-2001 estimates*
			Amount	*Percentage*			
Posts	18 264.8	16 641.1	(1 103.7)	(6.6)	15 537.4	902.3	16 439.7
Travel	13.9	31.7	–	–	31.7	1.6	33.3
Contractual services	361.5	733.6	–	–	733.6	35.6	769.2
General operating expenses	319.4	598.6	(99.2)	(16.5)	499.4	24.1	523.5
Supplies and materials	1 285.3	990.9	(63.3)	(6.3)	927.6	45.0	972.6
Furniture and equipment	437.8	406.3	(34.7)	(8.5)	371.6	18.0	389.6
Total	**20 682.7**	**19 402.2**	**(1 300.9)**	**(6.7)**	**18 101.3**	**1 026.6**	**19 127.9**

(2) *Extrabudgetary resources*

1996-1997 expenditures	1998-1999 estimates	Source of funds	2000-2001 estimates
		(a) Services in support of:	
–	–	(i) United Nations organizations	–
–	–	(ii) Extrabudgetary activities	–
		(b) Substantive activities:	
		Trust Fund for International	
24.5	–	Cooperation and Development	–
–	–	(c) Operational projects	–
24.5	**–**	**Total**	**–**
20 702.2	**19 402.2**	**Total (1) and (2)**	**19 127.9**

Table 26.16 **Post requirements**

Organizational unit: Dag Hammarskjold Library

	Established posts		Temporary posts					
	Regular budget		Regular budget		Extrabudgetary resources		Total	
	1998-1999	2000-2001	1998-1999	2000-2001	1998-1999	2000-2001	1998-1999	2000-2001
Professional category and above								
D-1	1	1	–	–	–	–	1	1
P-5	3	2	–	–	–	–	3	2
P-4/3	31	28	–	–	–	–	31	28
P-2/1	17	16	–	–	–	–	17	16
Total	**52**	**47**	**–**	**–**	**–**	**–**	**52**	**47**
General Service category								
Other level	60	59	–	–	–	–	60	59
Total	**60**	**59**	**–**	**–**	**–**	**–**	**60**	**59**
Grand total	**112**	**106**	**–**	**–**	**–**	**–**	**112**	**106**

26.93 The Library and Information Resources Division directs the development of policies on the work programme of the Dag Hammarskjöld Library, including coordination and cooperation with other United Nations system and depository libraries. It is also responsible for development of policies and strategies on the production of the Organization's recurrent publications. The library services provide reference, information and research services to delegates, missions of Member States, staff members and researchers and ensure the continuous management of an archival system of United Nations documents and publications. The library services are carried out by the Library and Information Resources Division and the network of United Nations information centres and services.

26.94 The direction of the Dag Hammarskjöld Library is towards that of a "library without walls" whose foundation is technological innovations, including the development of an Internet/Intranet site, the introduction of an integrated library management system, the interface with the optical disk system and the digitization of the archival collection of United Nations documents.

Resource requirements (at current rates)

Posts

26.95 The estimated requirements of $15,537,400, reflecting a net decrease of $1,103,700, would provide for the proposed staffing table shown in table 26.16. The proposal includes the outward redeployment of one P-5, three P-3, one P-2/1 and one General Service (Other levels) posts to reflect the transfer of the Cartographic Section from the Dag Hammarskjöld Library to the Publications Service, as part of the reorganization of the Department.

Travel

26.96 An estimate of $31,700 is proposed at the maintenance level to cover visits to depository libraries and libraries at other duty stations, to develop and maintain shared indexing network and to attend inter-agency meetings.

Contractual services

26.97 The requirements of $733,600 estimated at the maintenance level relate to: (a) external binding of the archival collections of United Nations documents ($99,200); and (b) contractual library services ($634,400), which include subscription for access to on-line information services necessary to meet demand for timely access to on-line information resources by the Secretariat and delegations to the United Nations.

General operating expenses

26.98 The estimated requirements of $499,400 include a reduction of $99,200 to take into account past investment and relate to: (a) maintenance, local area network (LAN) support and related services for personal computers and special cartographic computers in the Library ($180,800); and (b) support services for depository libraries and contractual translation, typesetting and editing for the Dag Hammarskjöld Library multilingual Web site and for UNBIS Thesaurus in Arabic, Chinese and Russian, in order to ensure multilingual access to UNBIS ($318,600).

Supplies and materials

26.99 The estimated requirements of $927,600 include a decrease of $63,600 reflecting the past expenditure trend and the transfer of the Cartographic Section to the Publications Service, and relate to: (a) office supplies, including stationery and specialized computer supplies ($36,800); and (b) acquisition of library materials in traditional media, including printed monographs and serials ($890,800).

Furniture and equipment

26.100 A provision of $371,600, includes a reduction of $34,700, and relates to the acquisition of new equipment and software, including specialized software for Arabic, Chinese and Russian, replacement of obsolete equipment and software and software licences.

b. Publications Service

Table 26.17 **Summary of requirements by object of expenditure**

(Thousands of United States dollars)

(1) *Regular budget*

Object of expenditure	*1996-1997 expenditures*	*1998-1999 appropriations*	*Resource growth*		*Total before recosting*	*Recosting*	*2000-2001 estimates*
			Amount	*Percentage*			
Posts	7 903.5	8 335.5	(452.8)	(5.4)	7 882.7	481.8	8 364.5
Other staff costs	32.3	58.8	32.2	54.7	91.0	4.4	95.4
Travel	–	15.9	18.8	118.2	34.7	1.6	36.3
Contractual services	337.9	489.3	(81.7)	(16.6)	407.6	19.7	427.3
General operating expenses	45.2	13.1	0.4	3.0	13.5	0.6	14.1
Supplies and materials	203.6	224.0	(170.9)	(76.2)	53.1	2.5	55.6
Furniture and equipment	2.9	34.3	25.2	73.4	59.5	2.9	62.4
Total	**8 525.4**	**9 170.9**	**(628.8)**	**(6.8)**	**8 542.1**	**513.5**	**9 055.6**

(2) *Extrabudgetary resources*

1996-1997 expenditures	*1998-1999 estimates*	*Source of funds*	*2000-2001 estimates*
		(a) Services in support of:	
–	–	(i) United Nations organizations	–
–	–	(ii) Extrabudgetary activities	–
		(b) Substantive activities	
2 694.0	2 909.0	*Development Forum* Trust Fund	3 505.3
–	–	(c) Operational projects	–
2 694.0	**2 909.0**		**3 505.3**
11 219.4	**12 079.9**		**12 560.9**

Table 26.18 **Post requirements**

Organizational units: Office of the Director of the Library and Information Resources Division and the Publications Service

	Established posts		*Temporary posts*					
	Regular budget		*Regular budget*		*Extrabudgetary resources*		*Total*	
	1998-1999	*2000-2001*	*1998-1999*	*2000-2001*	*1998-1999*	*2000-2001*	*1998-1999*	*2000-2001*
Professional category and above								
D-2	1	1	–	–	–	–	1	1
D-1	1	1	–	–	–	–	1	1
P-5	3	3	–	–	–	1	3	4
P-4/3	15	14	–	–	2	2	17	16
P-2/1	6	6	–	–	–	–	6	6
Total	**26**	**25**	**–**	**–**	**2**	**3**	**28**	**28**
General Service category								
Other level	26	24	–	–	10	11	36	35
Total	**26**	**24**	**–**	**–**	**10**	**11**	**36**	**35**
Grand total	**52**	**49**	**–**	**–**	**12[a]**	**14[a]**	**64**	**63**

[a] Posts funded from the *Development Forum* Trust Fund

26.101 The resources requested correspond to requirements of the Office of the Director of the Library and Information Resources Division and of the Publications Service.

26.102 The Publications Service, under the guidance of the Director of the Library and Information Resources Division, is responsible for the publication of the *Yearbook of the United Nations* and the *United Nations Chronicle*, publications policies for print and electronic products, management of the publications programme of the Organization, and for the provision of cartographic products and geographic information services. It provides services to facilitate the external publication and dissemination of United Nations books, studies, documents and reports. It is also responsible for the publication of the *Development Businesses* funded from the *Development Forum* Trust Fund.

26.103 The Publications Service will focus on ensuring relevance and utility of its publications for its target audience and will concentrate on publications which are effective in promoting awareness and understanding of the work of the Organization. It will continue to maximize its outreach capacity through further development of cost-effective production systems, including regeneration of its desktop publishing capacity and the efficient utilization of the internal printing capacity.

Resource requirements (at current rates)

Posts

26.104 The estimated requirements of $7,882,700 would provide for the staffing table shown in table 26.18. The proposal includes the inward redeployment of one P-5, three P-3, one P-2/1 and one General Service (Other levels) posts to reflect the transfer of the Cartographic Section from the Dag Hammarskjöld Library to the Publications Service and the outward redeployment of one P-5, one P-4, three P-3, one P-2/1 and three General Service (Other levels) posts in the Editorial Section to the News and Media Division, as part of the internal reorganization of the Department.

Other staff costs

26.105 The provision of $91,000 including an increase of $32,200 relates to: (a) general temporary assistance in the Publications Service ($41,300) during peak periods and cost of temporary staff required to produce the *United Nations Chronicle*; and (b) personal services for contractual writing and editing of various publications of the Publications Service ($49,700). The increase proposed would allow production of four end-of-year language editions of *United Nations Chronicle*.

Travel

26.106 A provision of $34,700, including an increase of $18,800, offset by decreases under other components would provide for travel related to participation in inter-agency meetings (e.g. on Language Arrangements, Publications and Documentation, Information System Coordinating Committee and Joint United Nations Information Committee). The increase corresponds primarily to travel related to application of new publication technology and system-wide information strategies and coordination of activities related to library, publications and sales and marketing.

Contractual services

26.107 The estimated requirements of $407,600 include a reduction of $81,700 based on expenditure pattern and relate to:

(a) External translation ($126,000) of the *United Nations Chronicle* into Arabic, Chinese, Russian and Spanish;

(b) External printing ($163,500) of the *United Nations Chronicle*;

(c) Public information production costs ($118,100), which would cover the cost of pre-press production, specialty photocopying and other services required in the production of publications by the Division, including costs for the design and production services provided to the Secretariat.

General operating expenses

26.108 The estimated requirement of $13,500 relates to miscellaneous services for courier services, shipping and freight and other charges.

Supplies and materials

26.109 The estimated requirements of $53,100 include a decrease of $170,900 offset partially by increases under other components and relate to: (a) office supplies, including stationery and specialized computer supplies ($5,500); (b) internal reproduction supplies ($32,600), which would cover the cost of paper for internal reproduction and other print materials, purchase of specialty items, such as tint guides and developer chemicals; and (c) operational equipment supplies ($15,000), such as diskettes, printer cartridges, Zip drive cartridges and other such supplies. The decrease reflects an adjustment based on the expenditure pattern during the first year of the 1998–1999 biennium, the inward transfer of the Cartographic Section and the outward transfer of the Editorial Section.

Furniture and equipment

26.110 The provision of $59,500 includes growth of $25,200 and is proposed for replacement and upgrading of the Publication Service's desktop production systems, acquisition of software for the Publications Board Web site and computer equipment for the Cartographic Section.

(b) United Nations Information Service at Geneva

Table 26.19 Summary of requirements by object of expenditure

(Thousands of United States dollars)

Object of expenditure	1996-1997 expenditures	1998-1999 appropriations	Resource growth		Total before recosting	Recosting	2000-2001 estimates
			Amount	Percentage			
Posts	6 093.0	4 381.4	–	–	4 381.4	61.6	4 443.0
Other staff costs	364.2	398.4	–	–	398.4	7.2	405.6
Travel	33.9	9.8	3.9	39.7	13.7	0.6	14.3
Contractual services	116.9	110.1	88.1	80.0	198.2	3.4	201.6
General operating expenses	44.6	477.6	(185.8)	(38.9)	291.8	5.3	297.1
Hospitality	0.1	2.4	–	–	2.4	–	2.4
Supplies and materials	61.9	84.0	(37.5)	(44.6)	46.5	0.8	47.3
Furniture and equipment	189.0	177.9	35.4	19.8	213.3	3.8	217.1
Total	**6 903.6**	**5 641.6**	**(95.9)**	**(1.6)**	**5 545.7**	**82.7**	**5 628.4**

Table 26.20 Post requirements

Organizational unit: United Nations Information Service at Geneva

	Established posts		Temporary posts					
	Regular budget		Regular budget		Extrabudgetary resources		Total	
	1998-1999	2000-2001	1998-1999	2000-2001	1998-1999	2000-2001	1998-1999	2000-2001
Professional category and above								
D-1	1	1	–	–	–	–	1	1
P-5	2	2	–	–	–	–	2	2
P-4/3	5	5	–	–	–	–	5	5
P-2/1	3	3	–	–	–	–	3	3
Total	**11**	**11**	**–**	**–**	**–**	**–**	**11**	**11**
General Service category								
Principal level	1	1	–	–	–	–	1	1
Other level	11	11	–	–	–	–	11	11
Total	**12**	**12**	**–**	**–**	**–**	**–**	**12**	**12**
Grand total	**23**	**23**	**–**	**–**	**–**	**–**	**23**	**23**

26.111 The United Nations Information Service at Geneva provides support to the United Nations Office at Geneva. The Service provides information products on major meetings and events of the United Nations organs and agencies based in Geneva, as well as promotional services in support of peace, security and disarmament, humanitarian assistance, economic and social development and human rights. The Service performs functions with special responsibilities for Europe, undertaking media and public information assignments for Geneva-based substantive departments, and provides ongoing support and advice to those departments regarding communication with the press and the public throughout the world. The Service provides services for visitors and administers the guided tour programme at the Palais des Nations.

Resource requirements (at current rates)

Posts

26.112 An estimate of $4,381,400 would be required for the staffing table shown in table 26.20.

Other staff costs

26.113 A provision of $398,400 proposed at the maintenance level, would cover the cost of: (a) general temporary assistance for the replacement of staff on maternity leave, sick leave and for additional services during the peak workloads ($379,800); and (b) overtime and night differential for the retention of clerical and distribution staff and radio and visual technicians beyond established working hours in order to provide public information material to the media ($18,600).

Travel

26.114 The provision of $13,700 would cover: (a) the cost of travel of the Director for annual briefings at Headquarters; (b) travel of staff to various European countries to participate in public information campaigns and to plan and coordinate between United Nations television and various European television news agencies and broadcasters.

Contractual services

26.115 The estimated requirements of $198,200 include a net increase of $88,100, mainly for public information production, offset by decreases under other objects of expenditure. They relate to:

(a) External printing ($13,800), including an increase of $2,200 relating to increased cost of services of external professional photographers, will also cover the purchase of negatives and reproduction of photos for news distribution and United Nations archives;

(b) Public information production costs ($89,200), including an increase of $74,600 primarily attributable to increased costs of external contractors, represent the production costs of television news, radio programmes and feature programmes and documentaries. This includes hiring of personnel for filming, narration, editing, mixing, language adaptation, renting of special equipment, commissioning of original music and purchase of the rights to supplementary footage and music, as well as film missions to gather original material for the production of television news magazines and television picture compilations on major United Nations issues;

(c) Data-processing services ($1,800) including a decrease of $3,000 reflecting the expenditure pattern during the first year of the 1998–1999 biennium for software upgrades of standard and non-standard software for the computers in the Service;

(d) News agency services ($93,400), including an increase of $14,300 based on the expenditure patterns during the first year of the 1998–1999 biennium, for subscription to the Agence France-Presse, Reuters, Associated Press and Itar-Tass news wire services.

General operating expenses

26.116 The estimated requirement of $291,800 includes a reduction of $185,800 for miscellaneous services reflecting the expenditure trend during the first year of the 1998–1999 biennium. The requirement would cover: (a) rental of photocopying and office automation equipment and rental of additional camera and editing equipment during the session of the Commission on Human Rights ($46,700); (b) maintenance of radio, television and film equipment ($20,000); (c) maintenance of office automation equipment ($10,700); and (d) miscellaneous services ($214,400).

Hospitality

26.117 The provision of $2,400 proposed at the maintenance level relates to hospitality extended to the media, including the Geneva-based United Nations Correspondents Association and the annual reception for participants in the Geneva Graduate Study Programme.

Supplies and materials

26.118 The estimated requirement of $46,500, including a reduction of $37,500 based on expenditure trends, will provide for acquisition of stationery and related office supplies ($4,100) and public information supplies ($42,400).

Equipment

26.119 The estimated requirements of $213,300 include an increase of $35,400 mainly attributable to replacement of public information equipments and relate to: (a) replacement of office automation equipment ($3,400); (b) acquisition of data-processing equipment ($55,900); and (c) digital equipment for the television facilities, including one digital camera, two digital video tape recorders, one digital audio editor, two digital cassette recorders and two television studio monitors, in line with technological changes in broadcast standards and to maintain the facilities at international standards ($154,000).

(c) United Nations Information Service at Vienna

Table 26.21 **Summary of requirements by object of expenditure**

(Thousands of United States dollars)

Object of expenditure	*1996-1997 expenditures*	*1998-1999 appropriations*	*Resource growth*		*Total before recosting*	*Recosting*	*2000-2001 estimates*
			Amount	*Percentage*			
Posts	1 899.6	1 386.9	–	–	1 386.9	28.7	1 415.6
Other staff costs	106.9	74.5	11.9	15.9	86.4	2.6	89.0
Travel	9.9	9.5	0.5	5.2	10.0	0.5	10.5
Contractual services	21.8	30.4	16.4	53.9	46.8	1.5	48.3
General operating expenses	–	85.8	(45.9)	(53.4)	39.9	1.3	41.2
Hospitality	1.7	0.7	–	–	0.7	–	0.7
Supplies and materials	22.8	16.3	10.0	61.3	26.3	0.7	27.0
Furniture and equipment	19.1	20.1	4.1	20.3	24.2	0.7	24.9
Total	**2 081.8**	**1 624.2**	**(3.0)**	**(0.1)**	**1 621.2**	**36.0**	**1 657.2**

Table 26.22 **Post requirements**

Organizational unit: United Nations Information Service at Vienna

	Established posts		*Temporary posts*					
	Regular budget		*Regular budget*		*Extrabudgetary resources*		*Total*	
	1998 1999	*2000 2001*	*1998 1999*	*2000 2001*	*1998 1999*	*2000 2001*	*1998 1999*	*2000 2001*
Professional category and above								
P-5	1	1	–	–	–	–	1	1
P-4/3	2	2	–	–	–	–	2	2
P-2/1	1	1	–	–	–	–	1	1
Total	**4**	**4**	**–**	**–**	**–**	**–**	**4**	**4**
General Service category								
Principal level	1	1	–	–	–	–	1	1
Other level	4	4	–	–	–	–	4	4
Total	**5**	**5**	**–**	**–**	**–**	**–**	**5**	**5**
Grand total	**9**	**9**	**–**	**–**	**–**	**–**	**9**	**9**

26.120 The United Nations Information Service at Vienna provides public information support and promotion services to the Office of the Director-General of the United Nations Office at Vienna and the United Nations programmes and units located in Vienna, namely, the United Nations Office for Drug Control and Crime Prevention, the Office for Outer Space Affairs and the International Trade Law Branch. Promotional activities include development of media strategies for specific events and newsworthy reports, production of feature stories, background information, press kits, pamphlets, booklets and posters. The United Nations Information Service also maintains liaison with educational institutions and non-governmental organizations with a view to soliciting their support in promoting broader public awareness of the programmes carried out by the Vienna-based United Nations units. The Service provides services for visitors and administers the guided tour programme at the Vienna International Centre.

26.121 The Service also serves as the information centre for Austria, Hungary, Slovakia and Slovenia.

Resource requirements (at current rates)

Posts

26.122 The provision of $1,386,900 would cover the cost of the posts indicated in table 26.22.

Other staff costs

26.123 The estimated requirement of $86,400 includes an increase of $11,900 for additional capacity for English and French press coverage during peak periods in connection with promotion campaigns and the coverage of special observances and events; and for hiring temporary replacement for staff on extended sick or maternity leave.

Travel

26.124 The estimated requirements of $10,000 relate to travel of the Director to Hungary, Slovakia and Slovenia for consultations with government officials, and to travel of staff within Austria on information dissemination assignments and contacts with non-governmental organizations, as well as participation of staff in special United Nations information events and observance ceremonies.

Contractual services

26.125 The estimate of $46,800 including an increase of $16,400 relating mainly to additional languages, would cover the cost of translation ($9,800) and printing ($24,300) of information booklets, pamphlets and brochures in German, Hungarian, Slovakian and Slovenian; and subscriptions to news agency wire services ($12,700).

General operating expenses

26.126 The provision of $39,900, including a reduction of $45,900 under miscellaneous services reflecting the expenditure trends during the first year of the 1998–1999 biennium, relates to maintenance costs for data-processing equipment ($9,900) and miscellaneous services ($30,000).

Hospitality

26.127 Proposed hospitality expenses are estimated at $700 at the maintenance level and relate to official functions in connection with government officials and journalists invited to press conferences on important United Nations issues at the Vienna International Centre.

Supplies and materials

26.128 The estimated requirement of $26,300, including an increase of $10,000 based on expenditure trends, relates to stationery and office supplies, supplies of raw stock materials, including blank video and audio tapes for television and radio coverage of United Nations conferences and meetings and special events in Vienna, and overhead projector supplies and exhibition mounting materials.

Furniture and equipment

26.129 The estimated requirement of $24,200 would provide for replacement and upgrading of obsolete office automation equipment.

(d) United Nations information centres

Table 26.23 **Summary of requirements by object of expenditure**

(Thousands of United States dollars)

(1) *Regular budget*

Object of expenditure	*1996–1997 expenditures*	*1998–1999 appropriations*	*Resource growth*		*Total before recosting*	*Recosting*	*2000–2001 estimates*
			Amount	*Percentage*			
Posts	23 838.3	24 491.3	–	–	24 491.3	2 115.3	26 606.6
Other staff costs	372.8	373.9	49.5	13.2	423.4	20.6	444.0
Travel	202.8	404.1	49.6	12.2	453.7	22.0	475.7
Contractual services	319.0	394.6	53.5	13.5	448.1	21.8	469.9
General operating expenses	5 574.9	7 353.9	(346.2)	(4.7)	7 007.7	340.4	7 348.1
Hospitality	112.4	189.5	–	–	189.5	9.2	198.7
Supplies and materials	1 138.4	1 065.5	(53.5)	(5.0)	1 012.0	49.1	1 061.1
Furniture and equipment	970.1	1 191.5	–	–	1 191.5	57.9	1 249.4
Total	**32 528.7**	**35 464.3**	**(247.1)**	**(0.6)**	**35 217.2**	**2 636.3**	**37 853.5**

(2) *Extrabudgetary resources*

	1996-1997 expenditures	*1998-1999 estimates*	*Source of funds*	*2000-2001 estimates*
			(a) Services in support of:	
	–	–	(i) United Nations organizations	–
	–	–	(ii) Extrabudgetary activities	–
			(b) Substantive activities	
			Trust Fund for Expanding Public	
	216.0	259.0	Information Activities in Japan	220.0
	2 042.0	1 574.0	Ad hoc host government contributions	1 941.5
	–	–	(c) Operational projects	–
Total	**2 258.0**	**1 833.0**		**2 161.5**
Total (1) and (2)	**34 786.7**	**37 297.3**		**40 015.0**

Table 26.24 **Post requirements**

Organizational unit: United Nations information centres

	Established posts		*Temporary posts*					
	Regular budget		*Regular budget*		*Extrabudgetary resources*		*Total*	
	1998-1999	*2000-2001*	*1998-1999*	*2000-2001*	*1998-1999*	*2000-2001*	*1998-1999*	*2000-2001*
Professional category and above								
D-1	9	9	–	–	–	–	9	9
P-5	15	15	–	–	–	–	15	15
P-4/3	16	16	–	–	–	–	16	16
Total	**40**	**40**	**–**	**–**	**–**	**–**	**40**	**40**
Other categories								
Local level	191	191	–	–	15	9	206	200
National officers	44	44	–	–	–	2	44	46
Total	**235**	**235**	**–**	**–**	**15**	**11**	**250**	**246**
Grand total	**275**	**275**	**–**	**–**	**15[a]**	**11[a]**	**290**	**286**

[a] Posts funded from ad hoc government contributions

26.130 The network of 63 United Nations information centres, 18 of which are fully integrated with UNDP, and 8 field offices is responsible for mobilizing greater public understanding and support for the aims and activities of the Organization among the peoples in the regions and countries of their operation. That is achieved through the development of activities on United Nations priority issues, major conferences, special events and observances that are aimed at reaching the widest possible audiences through the media, governmental and non-governmental organizations, educational institutions, professional associations and others.

26.131 The active partnership with non-governmental organizations and other sectors of civil society, which is the backbone of the activities of the information centres, will be expanded, and through the collaborative efforts with members of the United Nations system, the centres will continue to promote better understanding and support for the work of the Organization. They will continue to disseminate information products received from Headquarters, often adapting them to maximize local utilization, and provide regular feedback

on their activities and on the national and regional developments. Efforts will be continued to make greater use of latest communications technology and to train field staff in order to enhance electronic redissemination and timely delivery of information. The number of home pages maintained by the United Nations information centres will be increased in order to reach a wider audience, and teleconferencing facilities will be introduced in selected centres where this medium is relevant and useful. Printed materials and audio and visual programmes will continue to remain the major medium for reaching audiences at locations where modern information technology is lacking.

Resource requirements (at current rates)

Posts

26.132 The estimated requirements of $24,491,300 relate to the proposed staffing shown in table 26.24.

Other staff costs

26.133 The estimate of $423,400 includes a growth of $49,500 and relates to: (a) $264,600 for general temporary assistance to cover the cost of day and night security/watchmen, cleaners, drivers and messengers, and to cover replacement requirements for staff on extended sick and maternity leave; and (b) $158,800 for overtime for staff who are required to work beyond normal working hours in connection with Directors' official engagements, activities pertaining to visits by the Secretary-General and other senior United Nations officials, and during periods of peak workload in connection with national events and special events of the United Nations.

Travel

26.134 The estimate of $453,700 includes a growth of $49,600 primarily for the increased travel requirement in connection with visits to UNDP offices at locations where there are no information centres and relate to the cost of travel by United Nations information centre directors and national officers within the centres' areas of coverage in order to promote to the widest possible extent the aims and purposes of the Organization. This involves giving lectures, attending United Nations observances, media events, participating in teaching school students about the United Nations, and meetings of governmental institutions and non-governmental organizations, as well as briefing and training the staff of United Nations funds and programmes and agencies in outreach activities and establishing reference libraries.

Contractual services

26.135 An estimated $448,100, including an increase of $53,500, would cover the cost of training of staff in the field in the maintenance and use of data-processing equipment ($53,500); translating basic United Nations publications, major reports of the Secretary-General and Department of Public Information texts in local languages ($172,500), and printing newsletters, press releases and translated United Nations information material ($222,100).

General operating expenses

26.136 The estimated requirements of $7.007,700 include a reduction of $346,200 reflecting the past expenditure pattern and relate to:

(a) $4,071,200 for rental and maintenance of premises, including utilities, for those information centres where such services are not provided by the host country;

(b) $195,700 for rental of furniture and equipment;

(c) $1,907,500 for communications, including postage, telephone, telex, cables and pouch services, required by the information centres for dissemination of information;

(d) $553,800 for maintenance of vehicles, electronic data-processing equipment, facsimile machines, photocopiers, air-conditioners and other essential items;

(e) $279,500 for miscellaneous services, in particular, freight and related charges.

Hospitality

26.137 The requirements of $189,500 estimated at the maintenance level relate to hospitality functions organized by information centres on United Nations days and for inviting media representatives and other redisseminators to information centre events in order to ensure the widest possible redissemination of information on the work and objectives of the United Nations.

Supplies and materials

26.138 The estimate of $1,012,000 reflects a reduction of $53,500 and is requested to cover the cost of library books, stationery and related office supplies ($107,000); as well as the purchase of petrol, oil and other lubricants for official vehicles ($842,800); and operational equipment supplies ($62,200).

Furniture and equipment

26.139 Estimated requirements of $1,191,500 would provide for furniture and fixtures for all United Nations information centres ($520,100); for replacement and upgrading of computer hardware and software packages to enhance production and dissemination of information materials ($235,500); and vehicle replacement for United Nations information centres ($435,900).

(e) Special conferences

Table 26.25 **Summary by object of expenditure**

(Thousands of United States dollars)

Object of expenditure	*1996-1997 expenditures*	*1998-1999 appropriations*	*Resource growth*		*Total before recosting*	*Recosting*	*2000-2001 estimates*
			Amount	*Percentage*			
Other staff costs	112.2	–	652.3	–	652.3	30.5	682.8
Travel	–	–	433.4	–	433.4	21.1	454.5
Contractual services	120.9	–	1 221.2	–	1 221.2	46.3	1 267.5
Grants and contributions	38.7	–	–	–	–	–	–
Total	**271.8**	**–**	**2 306.9**	**–**	**2 306.9**	**97.9**	**2 404.8**

26.140 A non-recurrent provision of $2,306,900 is proposed in connection with information activities for the following special meetings and conferences by object of expenditure:

		Other staff costs	*Travel*	*Contractual services*	*Total (US$)*
(a)	Special session of the General Assembly on the Follow-up to the Fourth World Conference on Women and full implementation of the Beijing Declaration and Platform of Action (New York, 5–9 June 2000)	100 500	14 900	222 800	338 200
(b)	Special session of the General Assembly on the implementation of the outcome of the World Summit for Social Development (Geneva, 26–30 June 2000)	69 100	–	192 900	262 000
(c)	Tenth United Nations Congress on the Prevention of Crime and Treatment of Offenders (Vienna, 10–17 April 2000)	50 400	112 600	150 600	313 600
(d)	Tenth session of the United Nations Conference on Trade and Development (Bangkok, 12–22 February 2000)	72 500	92 200	18 500	183 200
(e)	Millennium Assembly of the United Nations (New York, 2000)	128 900	14 900	232 700	376 500
(f)	Special session of the General Assembly for an overall review and appraisal of the implementation of the Habitat Agenda (New York, one week, June 2001)	69 400	9 900	192 400	271 700
(g)	World Conference against Racism, Racial Discrimination, Xenophobia and Related Intolerance (Geneva, one week, 2001)	97 100	97 900	203 100	398 100
(h)	Third United Nations Conference on Least Developed Countries (one week, 2001)	64 400	91 000	8 200	163 600
	Total	**652 300**	**433 400**	**1 221 200**	**2 306 900**

Other staff costs

26.141 The estimated requirement of $652,300 relates to the personal service contracts for the provision of media liaison and coordination of conference-related information activities, and for preparing promotional materials including brochures, press kits, posters and post-conference publication. It would also cover the costs of overtime and personal service contracts related to graphic design and research as well as for the coverage of regional preparatory meetings.

26.142 The estimated requirement of $433,400 for travel would cover the travel of staff for the coverage of regional preparatory meetings, as well as travel related to the coverage of special meetings or conferences.

26.143 The estimated requirement of $1,221,200 for contractual services relates to the coverage of the special meetings and conferences, printing and translation of promotional materials such as brochures, press kits, posters and other pre- and post-conference publications, production of radio and television segments for distribution to broadcasters, services of temporary engineers and data-processing services.

3. Programme support: departmental administration

Table 26.26 **Summary of requirements by object of expenditure**

(Thousands of United States dollars)

Object of expenditure	*1996-1997 expenditures*	*1998-1999 appropriations*	*Resource growth*		*Total before recosting*	*Recosting*	*2000-2001 estimates*
			Amount	*Percentage*			
Posts	4 197.8	3 208.2	(33.4)	(1.0)	3 174.8	171.0	3 345.8
Other staff costs	342.6	557.3	80.2	14.3	637.5	30.9	668.4
General operating expenses	1 812.0	1 248.7	–	–	1 248.7	60.7	1 309.4
Supplies and materials	62.5	157.4	–	–	157.4	7.6	165.0
Furniture and equipment	162.5	215.0	–	–	215.0	10.5	225.5
Total	**6 577.4**	**5 386.6**	**46.8**	**0.8**	**5 433.4**	**280.7**	**5 714.1**

Table 26.27 **Post requirements**

Programme: Departmental administration

	Established posts		*Temporary posts*					
	Regular budget		*Regular budget*		*Extrabudgetary resources*		*Total*	
	1998-1999	*2000-2001*	*1998-1999*	*2000-2001*	*1998-1999*	*2000-2001*	*1998-1999*	*2000-2001*
Professional category and above								
D-1	1	1	–	–	–	–	1	1
P-5	2	1	–	–	–	–	2	1
P-4/3	2	3	–	–	–	–	2	3
P-2/1	2	2	–	–	–	–	2	2
Total	**7**	**7**	**–**	**–**	**–**	**–**	**7**	**7**
General Service category								
Other level	15	15	–	–	–	–	15	15
Total	**15**	**15**	**–**	**–**	**–**	**–**	**15**	**15**
Grand total	**22**	**22**	**–**	**–**	**–**	**–**	**22**	**22**

26.144 The Executive Office is responsible for overseeing and coordinating the planning, administration and management of the Department's human and financial resources to support the implementation of its programme of work.

Resource requirements (at current rates)

Posts

26.145 The estimated requirements of $3,174,800 reflect the costs for the staffing shown in table 26.27. The proposed staffing table includes the inward redeployment of one P-4 post from the Office of the Under-Secretary-General and the outward redeployment of one P-5 post to the Office of the Under-Secretary-General as part of the internal reorganization of the Department.

Other staff costs

26.146 The provision of $637,500 includes a growth of $80,200 and relates directly to general temporary assistance for the indexing of the Supplement 5 of the Repertory of Practice of United Nations Organs. The balance of requirements would be at maintenance level and is distributed as follows: (a) general temporary assistance to cover replacement of staff on maternity and extended sick leave and for meeting the needs of all offices of the Department during periods of peak workload and unforeseen urgencies ($315,900); and (b) overtime and night differential during periods of peak workload, as well as coverage of meetings of the Security Council and the General Assembly ($241,400).

General operating expenses

26.147 The requirements of $1,248,700 estimated at the maintenance level, relate to the following expenditures:

(a) $162,600 for rental and maintenance of electronic data-processing equipment;

(b) $545,500 for communications, such as electronic mail, long-distance telephone and other communication requirements of the Department at Headquarters;

(c) $525,000 for maintenance of computer terminals, printers and other office automation equipment;

(d) $15,600 for miscellaneous services.

Supplies and materials

26.148 The estimate of $157,400 is requested to cover the cost of office supplies, including supplies for the Executive Office and data-processing supplies for the Department.

Furniture and equipment

26.149 A provision of $215,000 is proposed for the purchase of new office automation equipment, including desktop publishing equipment, laser printers, software and installation costs.

Table 26.28 **Summary of follow-up action taken to implement relevant recommendations pertaining to the Department of Public Information, other than those of cross-cutting nature, of the internal and external oversight bodies and the Advisory Committee on Administrative and Budgetary Questions**

Brief description of the recommendation	*Action taken to implement the recommendation*
Advisory Committee on Administrative and Budgetary Questions (A/52/7, chapter II, part VII)	
The Advisory Committee expressed the view that the effectiveness of the Secretariat in public information could be considerably greater if the Department of Public Information was assigned additional coordination responsibilities. The Committee recommended a review of ways in which public information requirements of various departments could be coordinated under the umbrella of the Department of Public Information. The Committee recommended examination of this issue in the context of implementing the recommendations of the Task Force on Reorientation of United Nations Public Information Activities (A/AC.198/1997/CRP.1). The Secretary-General concurred with the Task Force's principal recommendations (A/AC.198/1997/CRP.2).	The Department of Public Information is committed to the creation of a true culture of communications within the United Nations to promote better understanding of it goals and garner public support for its activities worldwide. In this leadership role, the Department works closely with all substantive offices of the Secretariat through a number of institutional mechanisms, including a network of 23 focal-points for public information designated by departments and offices of the Secretariat. In addition, close bilateral collaboration continues with those departments directly engaged in the core areas of the work of the Organization — peace and security; development cooperation; international economic and social affairs; humanitarian affairs; and human rights, a cross-cutting issue. A means by which the Department consolidates its leadership in communications in the Organization is through the dynamic use of modern information technology, which has expanded the global reach of United Nations press, radio and video productions, often identifying and promoting the many positive, news-making aspects of the activities of the Secretariat. The Department also coordinates, manages and maintains the United Nations Web site on the Internet, expanding it to include all six official languages and providing linkages of different departmental home-pages to the United Nations Web site.
Joint Inspections Unit (A/51/946, conclusions and recommendations)	
Sales income reports, indicating total revenues from various sales channels, should be produced and reviewed monthly or at least quarterly by the Secretariat (recommendation 16).	For the most part, revenue figures are reported to the Sales Section on a monthly basis, and every effort will be made to provide income and expenditure data more frequently.

Brief description of the recommendation	*Action taken to implement the recommendation*
More vigorous and systematic sales promotion should be conducted in order to maximize financial returns to the United Nations (recommendation 18).	Sales promotion is an ongoing activity via the Internet through the introduction of electronic commerce on the Sales and Marketing Web site and through direct mail catalogues.
United Nations Board of Auditors (A/53/5, volume I, chapter II)	
The Board recommends that, since the integrated library management system project has been considerably delayed from the time the General Assembly authorized it during the biennium 1992–1993, the Administration should ensure that its full implementation is achieved without further delay (para. 87).	All modules of the Integrated Library Management System are operational.

Department of Public Information
Proposed organizational structure and post distribution for the biennium 2000-2001